Docket No. 050152-EU Date Docketed: 02/25/2005 Title: Proposed revisions to Rule 25-6.049, F.A.C., Measuring

Customer Service.

Iompany: Rule 25-6.049, F.A.C.

| Official Filing                          |              |             |             | E             | xpiratio  | n:           |             |              |           |              |               |              |              |
|--|--------------|-------------|-------------|---------------|-----------|--------------|-------------|--------------|-----------|--------------|---------------|--------------|--------------|
| <pre>_ast Day to Susp Referred to:</pre> | enu:         | <del></del> |             |               | CCA       | CMD          | ECD.        | <b>C</b> 1.1 | ((())     | ·<br>MMC     | DT C          | 0.04         | CCD          |
|  | ODB)         |             |             |               | CCA       | CMP          | ECR         | FLL          | (GCL)     | MMS          | PIF           | RCA          | SCR          |
| ("()" indicates<br>Section 2 - OPR       |              | and net     | urne to     | CCA in        | 10 workd  | 27.6         | X           | 1            | <u> </u>  | Timo         | Schedule      | 1            |              |
| Program Module                           |              | anu rec     | .ui 115 CO  |               |           |              | IS AN I     | NTERNAI      | DI ANNTAG |              |               | 3            |              |
| rrogram modure                           | AII(a)       |             |             |               |           |              | JBJECT TO   |              |           | DOCUME       | <b>V</b> /    |              |              |
|  | S+2+         | ff Assi     | anmontc     |               |           |              | IE RECORD   |              |           | 413-6770     | 0             |              |              |
|  | <u> J.a.</u> | 11 ASS 11   | Attitien C2 |               |           |              |             |              | , ,       |              |               |              |              |
|  |              |             |             |               | _         |              |             |              |           |              |               | Due Date     | S            |
| DPR Staff                                |              |             |             | 0             | Current   | CASR re      | evision 7   | evel         |           |              | Previo        | ous C        | urrent       |
|  |              |             |             |               |           |              |             |              |           |              |               |              |              |
|  |              |             |             | 1.            |           |              |             |              |           |              |               |              |              |
|  | ···          |             |             | <b>」</b> 2.   |           |              |             |              |           |              |               |              |              |
|  |              |             |             | - 3.          |           |              |             |              |           |              |               |              |              |
|  |              |             |             | <b>-</b>   4. |           |              |             |              |           |              |               |              |              |
|  |              |             |             | 5.            |           |              | <del></del> |              |           |              |               |              |              |
|  |              |             |             | 6.            |           |              |             |              |           | <del> </del> | _             |              |              |
| Staff Causes                             |              | -           |             | 7.            |           |              |             | ·····        |           |              |               |              |              |
| Staff Counsel                            |              |             |             | վ 8.          |           |              |             |              |           |              |               |              |              |
|  |              | ·           |             | 9.<br>10.     |           |              |             |              |           |              | <del> </del>  |              |              |
| DCRs                                     | W            |             |             | ii.           |           |              |             |              |           |              |               |              |              |
| <u>JCR3</u>                              |              |             |             | 12.           |           |              |             |              |           |              | <del>- </del> |              |              |
|  |              |             |             | 13.           |           |              |             |              |           |              | <del> </del>  |              |              |
|  |              |             |             | ]14.          |           |              |             |              |           |              |               |              |              |
|  |              |             |             | <b>15</b> .   |           |              |             |              |           |              |               |              |              |
|  |              |             |             | 16.           |           |              |             |              |           |              |               |              |              |
|  |              |             |             | 17.<br>18.    |           |              |             |              |           |              |               |              |              |
|  |              |             |             | 19.           |           |              |             |              |           |              |               |              |              |
|  |              |             |             | 20.           |           |              |             |              |           |              |               |              |              |
|  |              |             |             | 21.           |           |              |             |              |           |              |               |              |              |
|  |              |             |             | <b>-</b> 22.  |           |              |             |              |           |              |               |              |              |
|  |              |             |             | 23.<br>24.    |           |              |             |              |           | <del></del>  |               |              | <del> </del> |
|  |              |             |             | ∃25.          |           |              |             |              |           |              |               |              |              |
|  |              |             |             | 26.           |           |              |             |              |           |              |               |              |              |
|  |              |             |             | <b>_</b>  27. |           |              |             |              |           |              |               |              |              |
|  |              | ····        | <del></del> | 28.<br>29.    |           |              |             |              |           |              |               |              |              |
| Recommended ass                          | ianments fo  | r heari     | ng          | 30.           |           |              |             |              |           |              |               |              |              |
| and/or deciding                          |              |             |             | 31.           |           |              |             |              |           |              |               |              |              |
|  |              |             |             | 32.           |           |              |             |              |           |              |               |              |              |
| Full Commission                          |              | ssion P     | anel        | 33.           |           |              |             |              |           |              |               |              |              |
| Hearing                                  | Staff        |             | _           | 34.           |           | <del>,</del> |             |              |           |              |               |              |              |
| 5 . 612 1 111                            |              |             |             | 35.           |           |              |             |              |           | -1           |               |              |              |
| Date filed with                          | CCA:         |             |             | 36.           |           | <del></del>  |             |              |           |              |               |              |              |
| Initials OPR                             |              |             |             | 37.<br>38.    |           |              |             |              | ·         |              | +             |              |              |
|  | Counsel      |             |             | 39.           |           |              |             | <del></del>  |           |              |               |              |              |
|  |              |             |             | 40.           |           |              |             |              |           |              |               |              |              |
| ection 3 - Chai                          | irman Compl  | <u>etes</u> |             |               | ssignment | s are a      | s follows   | 5:           |           |              |               | <del>-</del> |              |
|  |              |             |             |               |           |              |             |              |           |              |               |              |              |
|  | ng Officer(  | s)          |             |               | _         |              | r           | Prehe        | aring Of  | ficer        |               |              |              |
| Commi                                    | ssioners     |             | Hrg<br>Exam | Staff         |           |              |             | Commi        | ssioners  |              | ADM           |              |              |
| ALL BZ DS                                | BD DV        | ED          |             | ·             |           |              | BZ          | DS           | BD D      | V ED         |               |              |              |
|  |              |             |             |               |           |              |             |              |           | 200          | MEAT N        | LMBTR        | -DATE        |
| Where panels as                          |              |             |             | mmissio       | ner is Pa | nel Cha      | irman:      | A            | oved:     |              | กลไป          | Q LINU       | <b>၁</b> ၀ ဖ |

Where one Commissioner, a Hearing Examiner or a Staff Member is

Date:

10040 MUY 233

assigned the full Commission decides the case.

Docket No. <u>050152-EU</u> Date Docketed: <u>02/25/2005</u> Title: Proposed revisions to Rule 25-6.049, F.A.C., Measuring

Customer Service.

Company: Rule 25-6.049, F.A.C.

| Official Filing<br>Last Day to Susp |                 |                |             |          |                |          |           |                                       |        |        |                                       |          |        |                  |             |      |             |
|-------------------------------------|-----------------|----------------|-------------|----------|----------------|----------|-----------|---------------------------------------|--------|--------|---------------------------------------|----------|--------|------------------|-------------|------|-------------|
| Referred to:                        |                 |                |             |          |                | CCA      | CMP       | ECI                                   | ₹      | FLL    | (GCL)                                 | ) 1      | MMS    | PIF              | RC.         | A    | SCR         |
| ("()" indicates                     | OPR)            |                |             |          |                | X        |           | X                                     |        |        | Х                                     |          |        |                  |             |      |             |
| Section 2 - OPR                     | Complet         | tes ar         | nd retu     | rns to   | CCA in         | 10 work  | lays.     |                                       |        |        |                                       | <u>I</u> | ime S  | <u>chedu l e</u> |             |      |             |
| <u>Program Module</u>               | A11(a)          |                |             |          | 1              |          | SCHEDULE  |                                       |        |        |                                       | VG DO    | CUMENT | r                |             |      |             |
|                                     |                 |                |             |          |                |          | E AND SU  |                                       |        |        |                                       | . 412    | C770   |                  |             |      |             |
|                                     |                 | <u>Staff</u>   | Assig       | nments   | FUR UP         | DATES CO | NTACT TH  | IE KEC                                | טאט :  | SECTIO | N: (83U,                              | ) 413    | -6770  |                  |             |      |             |
|                                     |                 |                |             |          |                |          |           |                                       |        |        |                                       |          |        |                  | Due Da      | ates |             |
| OPR Staff                           | M Ster          | n              |             |          | 1 To           | Curren   | t CASR re | evisio                                | n lev  | el     |                                       |          |        | Previ            | ous         | Cur  | rent        |
| <u> </u>                            |                 |                |             |          |                |          |           |                                       |        |        |                                       |          |        |                  |             |      |             |
|                                     |                 |                |             |          | 1.             |          | ecommend  | ation                                 |        |        |                                       |          |        | NON              | E           | 04/2 | 1/2005      |
|                                     |                 |                |             |          | 2.             | Agenda   |           |                                       |        |        |                                       |          |        | NON              |             |      | 3/2005      |
|                                     |                 | `              |             |          | 3.             | Standar  |           |                                       |        |        |                                       |          |        | NON              |             |      | 3/2005      |
|                                     |                 |                | <del></del> |          | 4.             | Close D  | ocket or  | Revis                                 | e CAS  | R      | · · · · · · · · · · · · · · · · · · · |          |        | NON              | E           | 07/1 | 5/2005      |
|                                     |                 |                |             |          | 5.             |          |           |                                       |        |        |                                       | -        |        |                  | <u>_</u>    |      |             |
|                                     |                 |                |             |          | 6.             |          |           |                                       |        |        |                                       |          |        |                  |             |      |             |
| o. cc o 3                           | W 61            |                |             |          | 7.             |          |           |                                       |        |        |                                       |          |        |                  |             |      |             |
| Staff Counsel                       | M Ster          | <u>n</u>       |             |          | 8.             |          |           |                                       |        |        |                                       |          |        |                  |             |      |             |
|                                     |                 |                |             |          | 9.<br>10.      |          |           |                                       |        |        |                                       |          |        | ļ                |             |      |             |
| OCRs (ECR)                          | 7 Rayt          | er. C          | Hewit       | t        | 111.           |          |           |                                       |        |        |                                       |          |        |                  |             |      |             |
| ocks (Eck)                          | D Whee          |                |             | <u>-</u> | 12.            |          |           |                                       |        |        |                                       |          |        |                  |             |      |             |
|                                     | D Miles         |                |             |          | 13.            |          |           |                                       |        | *      |                                       |          |        |                  |             |      |             |
|                                     |                 |                |             |          | 14.            |          |           |                                       |        |        |                                       |          |        |                  |             |      |             |
|                                     |                 |                |             |          | 15.            |          |           | · · · · · · · · · · · · · · · · · · · |        |        |                                       |          |        |                  |             |      |             |
|                                     |                 |                |             |          | 16.            |          |           |                                       |        |        |                                       |          |        | <u> </u>         | +           |      |             |
|                                     |                 | -              |             |          | 17.<br>18.     |          |           |                                       |        |        |                                       |          |        |                  |             |      |             |
|                                     |                 |                |             |          | ] 19.          |          |           |                                       |        |        |                                       |          |        |                  |             |      |             |
|                                     |                 |                |             |          | 20.            |          |           |                                       |        |        |                                       |          |        |                  |             |      |             |
|                                     |                 |                |             |          | 21.            |          |           | <del></del>                           |        |        |                                       |          |        | <del> </del>     |             |      |             |
|                                     |                 |                |             |          | 22.<br>23.     |          |           |                                       |        |        |                                       |          |        |                  |             |      |             |
|                                     |                 |                |             |          | 24.            |          |           |                                       |        |        |                                       |          |        |                  |             |      |             |
|                                     |                 |                |             |          | 25.            |          |           |                                       |        |        |                                       |          |        |                  |             |      |             |
|                                     |                 |                |             |          | <b>-</b>   26. |          |           |                                       |        |        |                                       |          |        | ļ                |             |      |             |
|                                     |                 |                |             |          | 27.<br>28.     |          |           |                                       |        |        |                                       |          |        | <del> </del>     |             |      |             |
|                                     |                 |                |             |          | 29.            |          |           |                                       |        |        |                                       |          |        |                  |             |      |             |
| Recommended ass                     |                 |                | heari       | ng       | 30.            |          |           |                                       |        |        |                                       |          |        |                  |             |      |             |
| and/or deciding                     | this c          | ase:           |             |          | 31.            |          |           |                                       |        |        |                                       |          |        |                  |             |      |             |
| 5.33 C                              | . v c.          |                | adau Da     |          | 32.            |          |           |                                       |        |        |                                       |          |        | ļ                |             |      | <del></del> |
| Full Commission<br>Hearing          |                 | ommiss<br>taff | sion Pa     | ine i    | 33.<br>34.     |          |           |                                       |        |        |                                       |          |        | ┼──              |             |      |             |
| nearing                             | — "             | Laii           |             |          | 1              |          |           |                                       |        |        |                                       | -        |        |                  |             |      |             |
| Date filed with                     | CCA: 0          | 2/25/          | 2005        |          | 35.<br>36.     |          |           |                                       |        | _      |                                       |          |        | <del> </del>     | <del></del> |      |             |
| Date Trica mici                     | . cc <u>o</u> . | -//            |             |          | 37.            |          |           |                                       |        |        |                                       |          |        |                  |             |      |             |
| Initials OPR                        |                 |                |             |          | 38.            |          |           |                                       |        |        |                                       |          |        |                  |             |      |             |
| Staff                               | Counse          | ì              |             |          | _ 39.          |          |           |                                       |        |        |                                       |          |        | <u> </u>         |             |      |             |
| - · · · · · · · ·                   |                 |                |             |          | <u>  40.</u>   |          |           | - 6 3                                 | -      |        |                                       |          |        |                  |             |      | -           |
| Section 3 - Cha                     | arman C         | omp I e        | tes         |          | А              | ssignmen | its are a | is Tol                                | I OWS: |        |                                       |          |        |                  |             |      |             |
| - Heari                             | na Offi         | cer(s          | )           |          |                |          |           |                                       |        | Prehe  | aring                                 | Offic    | er     |                  |             |      |             |
|                                     | issioner        |                |             | Hrg      | Staff          | 7        |           |                                       |        |        | ssione                                |          |        | ADM              |             |      |             |
|                                     |                 |                |             | Exam     |                |          |           |                                       |        |        |                                       |          |        |                  |             |      |             |
| ALL BZ D                            | S BD            | DV             | ED          | J        |                |          |           |                                       | BZ     | DS     | BD                                    | DV       | ED     | ľ                |             |      |             |

PSC/CCA015-C (Rev. 01/03)

the identical panel decides the case.

assigned the full Commission decides the case.

Where panels are assigned the senior Commissioner is Panel Chairman:

Where one Commissioner, a Hearing Examiner or a Staff Member is

\* COMPLETED EVENTS

Approved:

Date:

Docket No. 050152-EU Date Docketed: 02/25/2005 Title: Proposed revisions to Rule 25-6.049, F.A.C., Measuring

Customer Service.

Company: Rule 25-6.049, F.A.C.

| Official Filing                    |          |              |         |                |   | Expiratio           | on:                   |             | •           |           |             |                                       |  |          |              |         |
|------------------------------------|----------|--------------|---------|----------------|---|---------------------|-----------------------|-------------|-------------|-----------|-------------|---------------------------------------|--|----------|--------------|---------|
| Last Day to Susp                   | end: _   |              |         |                |   | CCA                 | CMD                   | ECD         | <b>-</b>    | ((())     | <b>.</b>    | MMC                                   | חזה  | D.C      | ٠,           | S.C.D   |
| Referred to:                       | ODD)     |              |         |                |   | CCA X               | CMP                   | ECR<br>X    | FLL         | (GCL)     | ) <u> </u>  | MMS                                   | PIF  | RC       | <del>^</del> | SCR     |
| ("()" indicates<br>Section 2 - OPR |          | toc 2        | nd not  | unne to        | CCA in                                      |                     | daye                  | ^           | <u> </u>    |           |             | imo C                                 | chedule  | <u> </u> |              |         |
| Program Module                     |          |              | na reci | urns to        | WARNI<br>IT IS                              | NG: THIS<br>TENTATI | SCHEDULE<br>VE AND SU | JBJECT TO   | REVISI      | ON.       | NG DO       | CUMEN                                 |  |          |              |         |
|                                    |          | <u>Staff</u> | F Assig | <u>inments</u> | FUR U                                       | PDATES CO           | ONTACT TH             | HE KECUKL   | S SECITI    | UN: (85U, | ) 413       | -6//0                                 |  | _        |              |         |
|                                    |          |              |         |                | _   | _                   |                       |             |             |           |             |                                       | 1  | Due D    | ates         |         |
| OPR Staff                          | M Ster   | <u>n</u>     |         |                | 2   | Curren              | t CASR re             | evision     | level       |           |             |                                       | Previo   | ous      | Cur          | rrent   |
|                                    |          |              |         |                | 1.  |                     | ecommend              | ation       |             |           |             |                                       | 04/21/2  |          |              | 9/2005  |
|                                    |          |              |         |                | 2.  | <u>Agenda</u>       |                       |             |             |           |             |                                       | 05/03/2  |          |              | 1/2005  |
|                                    |          |              |         |                | 3.  |                     | d Order               | 0           | CACO        |           |             |                                       | 05/23/2  |          |              | 20/2005 |
|                                    |          |              |         |                | 4.<br>5.                                    | Close D             | ocket or              | KeV1se      | LASK        |           |             |                                       | 07/15/2  | 005      | 08/0         | 8/2005  |
|                                    | -        |              |         | *****          | 6.  |                     |                       |             |             |           |             |                                       |  |          |              |         |
| Staff Counsel                      | M Ster   |              |         |                | 7.<br>8.                                    |                     |                       |             |             |           |             | · · · · · · · · · · · · · · · · · · · |  |          |              |         |
| Starr Counser                      | M Ster   | 11           |         |                | 9.  |                     |                       |             |             |           |             |                                       |  |          |              |         |
| OCD (ECD)                          | 7 Pays   |              | - Howit | <u> </u>       | $\begin{array}{c c} 10. \\ 11. \end{array}$ |                     |                       | <del></del> |             |           |             |                                       | <u> </u>   |          |              |         |
| OCRs (ECR)                         | D Whee   |              | Hewit   | . L            | 12.   |                     |                       |             | <del></del> |           |             |                                       | -  |          |              | ·       |
|                                    | D WITE   | : 1 - 1      |         | ****           | 13.   |                     |                       |             |             |           |             | ·                                     | <del>                                     </del> |          |              |         |
|                                    |          |              |         |                | ] 14.                                       |                     |                       |             |             |           |             |                                       |  |          |              |         |
|                                    |          |              |         |                | 15.   |                     |                       |             |             |           |             |                                       |  |          |              |         |
|                                    |          |              |         |                | 16.<br>17.                                  |                     |                       | ***         |             |           |             |                                       |  |          |              |         |
|                                    |          |              |         | *              | ] 18.                                       |                     |                       |             | _           |           |             |                                       | +  |          |              |         |
|                                    |          |              |         |                | 19.   |                     |                       |             |             |           |             |                                       |  |          |              |         |
|                                    |          |              |         |                | 20.   |                     | ·                     |             |             |           |             |                                       | <del></del>                                      |          |              |         |
|                                    |          |              |         |                | 21.<br>22.                                  |                     |                       |             |             | 1.40      |             |                                       |  |          |              |         |
|                                    |          |              |         |                | 23.   |                     |                       |             |             |           |             |                                       |  |          |              |         |
|                                    |          |              |         |                | 24.   |                     |                       |             |             |           |             |                                       |  |          |              |         |
|                                    |          |              |         |                | 125.  |                     |                       |             |             |           |             |                                       |  |          |              |         |
|                                    |          |              |         |                | 26.<br>27.                                  |                     |                       |             |             |           |             |                                       | <u> </u>   |          |              |         |
|                                    |          |              |         |                | 28.   |                     |                       |             |             |           |             |                                       |  |          |              |         |
|                                    |          |              |         |                | 29.   |                     |                       |             |             |           |             |                                       |  |          |              |         |
| Recommended ass                    |          |              | hearı   | ng             | 30.   |                     |                       |             |             |           |             |                                       | <del> </del>                                     |          |              |         |
| and/or deciding                    | this C   | ase:         |         |                | 31.   |                     | ·                     |             |             |           | -           |                                       |  |          |              |         |
| Full Commission                    | х с      | ommis:       | sion Pa | anel           | 33.   |                     |                       |             |             | ***       |             |                                       | <del>                                     </del> |          |              |         |
| Hearing                            |          | taff         |         | _              | 34.   |                     | <del> </del>          |             |             |           |             |                                       |  |          |              |         |
| ·                                  |          |              |         |                | 35.   |                     |                       |             |             |           |             |                                       |  |          |              |         |
| Date filed with                    | CCA: 0   | 3/22/        | 2005    |                | 36.   |                     |                       |             |             |           | <del></del> |                                       |  |          |              |         |
| - 1.1.7 000                        |          |              |         |                | 37.   |                     |                       |             |             |           |             |                                       |  |          | <del> </del> |         |
| Initials OPR                       | Counse   | , ——         |         |                | 38.<br>39.                                  |                     |                       |             |             |           |             |                                       | <b>-</b>   |          |              |         |
| Stail                              | Counse   | '            |         |                | 40.   |                     |                       | *           |             |           |             |                                       | <del> </del>                                     |          |              |         |
| Section 3 - Cha                    | irman C  | omple        | tes     | ·              |   | Assignmer           | nts are a             | s follow    | /s:         |           |             |                                       |  |          |              |         |
| - Heari                            | ng Offi  | cer(s        | )       | <del></del>    |   |                     |                       |             | Preh        | earing    | Offic       | er                                    |  |          |              |         |
| Commi                              | issioner | 'S           |         | Hrg<br>Exam    | Staff                                       |                     |                       |             | Comm        | nissione  | ers         |                                       | ADM  |          |              |         |
| ALL BZ DS                          | S BD     | DV           | ED      | 1              |   |                     |                       | B           | Z DS        | BD        | DV          | ED                                    |  |          |              |         |
| Х                                  |          |              |         |                |   | 7                   |                       |             |             |           |             | Х                                     |  |          |              |         |
| Where panels a                     | re assi  | gned         | the se  | nior Co        | mmissi                                      | oner is F           | Panel Cha             | irman:      | <b>'</b>    |           | . ~         | ·                                     |  |          |              |         |

PSC/CCA015-C (Rev. 01/03)

the identical panel decides the case.

assigned the full Commission decides the case.

Where one Commissioner, a Hearing Examiner or a Staff Member is

\* COMPLETED EVENTS

Docket No. <u>050152-EU</u> Date Docketed: <u>02/25/2005</u> Title: Proposed revisions to Rule 25-6.049, F.A.C., Measuring Customer Service.

Company: Rule 25-6.049, F.A.C.

| Last Day to Susp                         | end:                     |              |                   |              |           |           |                                      |   |                                       |              |      |           |        |
|--|--------------------------|--------------|-------------------|--------------|-----------|-----------|--------------------------------------|---|---------------------------------------|--------------|------|-----------|--------|
| Referred to:                             |                          |              |                   | CCA          | CMP       | ECR       | FLL                                  | (GCL)                                   | MMS                                   | PIF          | RC   | <u>`A</u> | SCR    |
| ("()" indicates                          |                          |              | cc. 1             | X .          |           | X         | <u> </u>                             | X                                       | T1                                    | 1            | ļ .  |           |        |
| <u>Section 2 - OPR</u><br>Program Module |                          | d returns to |                   |              |           | TC AN T   | NTEDNAI                              | PLANNING                                |                                       | Schedule     |      |           |        |
| rogram Module                            | AII(a)                   |              |                   |              |           | BJECT TO  |                                      |   | DOCUMEN                               | •            |      |           |        |
|  | Staff                    | Assignments  |                   |              |           |           |                                      | N:(850) 4                               | 13-6770                               | <b>)</b>     |      |           |        |
|  | <u>= 441.</u>            |              |                   |              |           |           |                                      |   |                                       | r            | ue D | atas      |        |
| OPP C+-EE                                | N Chann                  |              |                   | 7            | + CACD    |           | lava?                                |   |                                       | _            |      |           | rrent  |
| OPR Staff                                | M Stern                  |              |                   | _ Curren     | t CASK FO | evision l | evei                                 |   |                                       | Previo       | us   | Cui       | Tent   |
|  |                          |              | ] 1.              | Staff R      | ecommenda | ation     |                                      |   |                                       | 05/19/20     | 005  |           | 9/2005 |
|  |                          |              | 2.                | Agenda       |           |           |                                      |   |                                       | 05/31/2      |      |           | 1/2005 |
|  |                          |              | 3.                | Standar      |           | D         | -ACD                                 |   |                                       | 06/20/20     |      |           | 1/2005 |
|  |                          |              | 4.<br>5.          | Close D      | ocket or  | Revise (  | _ASK                                 |   |                                       | 08/08/2      | 005  | 08/3      | 1/2005 |
|  |                          |              | 6.                |              |           |           |                                      |   | <del></del>                           | <del></del>  | -    |           |        |
|  |                          |              | 7.                |              |           |           |                                      |   |                                       |              |      |           |        |
| Staff Counsel                            | M Stern                  |              | 8.                |              |           |           |                                      |   |                                       |              |      |           |        |
|  |                          |              | 9.                |              |           |           |                                      |   |                                       |              |      |           |        |
| 0CD (FCD)                                | 3 Dt C                   | 113 4.4      | 10.               | <del> </del> |           |           |                                      |   |                                       |              |      |           |        |
| <u>OCRs</u> (ECR)                        | J Baxter, C<br>D Wheeler | Hewitt       | 11.<br>12.        |              |           |           |                                      |   |                                       |              |      |           |        |
|  | D MILECTEL               |              | 13.               |              |           |           |                                      |   | <del></del>                           |              |      |           |        |
|  |                          |              | 14.               |              |           |           |                                      |   |                                       |              |      |           |        |
|  |                          |              | 15.               |              |           |           |                                      |   |                                       |              |      |           |        |
|  |                          |              | <b>16.</b><br>17. |              |           |           |                                      |   |                                       | +            |      |           |        |
|  |                          |              | 18.               |              |           |           |                                      |   |                                       |              |      |           |        |
|  |                          |              | 19.<br>20.        |              |           |           |                                      |   |                                       | +            |      |           |        |
|  |                          |              | 21.               |              |           |           |                                      |   | · · · · · · · · · · · · · · · · · · · |              |      |           |        |
|  |                          |              | 22.               |              |           |           |                                      |   |                                       | <del>-</del> |      |           |        |
|  |                          |              | 23.<br>24.        |              |           |           |                                      |   |                                       |              |      |           | ·      |
|  |                          |              | 25.               |              |           |           |                                      |   |                                       |              |      |           |        |
|  |                          |              | 26.               |              | •         |           |                                      |   |                                       |              |      |           |        |
|  |                          |              | 27.<br>28.        |              |           |           |                                      |   |                                       |              |      |           |        |
|  |                          |              | 29.               |              |           |           |                                      |   |                                       |              | -    |           |        |
| Recommended ass                          |                          | hearing      | 30.<br>31.        |              |           |           |                                      |   |                                       | <del> </del> |      |           |        |
| and/or deciding                          | this case:               |              | 32.               | <del>:</del> |           |           |                                      |   |                                       |              |      |           |        |
| Full Commission                          | X Commissi               | ion Panel    | 33.               |              |           |           |                                      |   |                                       |              |      |           |        |
| Hearing                                  | Staff                    |              | 34.               |              | v         |           |                                      |   |                                       |              |      |           |        |
| 613 1 1.1                                | ee. 0=/00/0              |              | 35.               |              |           |           |                                      |   |                                       | <del> </del> |      |           |        |
| Date filed with                          | CCA: <u>05/09/20</u>     | 005          | 36.<br>37.        |              |           |           |                                      |   |                                       |              |      |           |        |
| Initials OPR                             |                          |              | 38.               |              |           |           | ···································· | *************************************** |                                       |              |      |           |        |
|  | Counsel                  |              | 39.               |              |           |           |                                      |   |                                       |              |      |           |        |
| <u> </u>                                 |                          |              | 40.               |              |           | - 6-11    |                                      |   |                                       |              |      |           |        |
| Section 3 - Cha                          | ırman Complete           | <u>es</u>    | ,                 | 4551gnmen    | its are a | s follow  | s:                                   |   |                                       |              |      |           |        |
| - Heari                                  | ng Officer(s)            |              |                   |              |           |           | Preh                                 | earing Of                               | ficer                                 |              |      |           |        |
|  | ssioners                 | Hrg          | Staff             |              |           |           |                                      | issioners                               |                                       | ADM          |      |           |        |
|  |                          | Exam         |                   |              |           |           |                                      | т                                       |                                       |              |      |           |        |
| ALL BZ DS                                | BD DV                    | ED           |                   | 1            |           | BZ        | : DS                                 | BD D                                    | V ED                                  | 1 [          |      |           |        |

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.
Where one Commissioner, a Hearing Examiner or a Staff Member is

assigned the full Commission decides the case.

Approved: BB/Aw Date: Pending

X

ocket No. 050152-EU Date Docketed: 02/25/2005 Title: Proposed revisions to Rule 25-6.049, F.A.C., Measuring

Customer Service.

ompany: Rule 25-6.049, F.A.C.

| -        |          |          | end: _       |               |               |                |               |   | <b></b>          |                       | _  |       |              |       |       | <b>n</b>            |                 |              |        |
|----------|----------|----------|--------------|---------------|---------------|----------------|---------------|---|------------------|-----------------------|--|-------|--------------|-------|-------|---------------------|-----------------|--------------|--------|
| Referr   |          |          |              |               |               |                |               | CCA   | CMP              | ECR                   | FI   | LL    | (GCL         | )     | MMS   | PIF                 | RC              | <del>^</del> | SCR    |
| ("()" i  |          |          |              |               |               |                |               | <u>  X                                   </u> |                  | X                     |  |       | X            |       |       | -l 1-7 -            | <u> </u>        |              |        |
|          |          |          |              | tes a         | nd ret        | urns to        |               | 10 works                                      | ays.<br>SCHEDULE | TC AN T               | NTED   | MAI I | DI ANNT      |       |       | <u>chedule</u><br>T |                 |              |        |
| rogram   | MOGU     | ie .     | AII(a)       |               |               |                | 1             |   | 'E AND SU        |                       |  |       |              | NO DO | COMEN | ı                   |                 |              |        |
|          |          |          |              | CA-EI         | E A1-         |                |               |   | NTACT TH         |                       |  |       |              | ) 413 | -6770 |                     |                 |              |        |
|          |          |          |              | <u>Star</u>   | ASSIC         | <u>inments</u> |               |   |                  |                       |  |       | •            | -     |       |                     |                 |              |        |
|          |          |          |              |               |               |                |               |   |                  |                       |  |       |              |       |       | E                   | ue Da           | ates         |        |
| OPR Sta  | ff       | -        | M Ster       | n             |               |                | 4             | Curren  | t CASR re        | vision 1              | evel   |       |              |       |       | Previo              | us              |              | rent   |
|          |          | _        |              |               |               |                | _ 1.          | Staff Re                                      | ecommenda        | tion                  |  |       | ·            |       |       | 06/09/2             |                 |              | 3/2005 |
|          |          | _        |              |               |               |                | 2.            | Agenda  |                  |                       |  |       |              |       |       | 06/21/2             |                 |              | 0/2005 |
|          |          | -        |              |               |               |                | _ 3.          | Standar                                       |                  |                       |  |       |              |       |       | 07/11/2             |                 |              | 9/2005 |
|          |          | -        |              |               |               |                | 4.            | Close D                                       | ocket or         | Revise (              | .ASK   |       |              |       |       | 08/31/2             | 005             | 10/19        | 9/2005 |
|          |          | -        |              |               |               |                | 5.            |   |                  |                       |  |       |              |       |       | <del> </del>        |                 |              |        |
|          |          |          |              |               |               |                | 6.            |   |                  |                       |  |       |              |       | ·     | <del> </del>        |                 |              |        |
| EE C     |          |          | M Ster       | <u> </u>      |               |                | 7.<br>8.      |   |                  |                       |  |       |              |       |       | <del> </del> -      |                 |              |        |
| Staff C  | ounse    | <u> </u> | M Ster       | 11            |               |                | -  °°.        |   |                  |                       |  |       |              |       |       | <del> </del>        |                 |              |        |
|          |          | -        |              |               |               |                | <b>∀</b> 10.  | · · · · · · · · · · · · · · · · · · ·         |                  | ******                |  |       |              |       |       | <del> </del>        |                 |              |        |
| OCRs (I  | ECR)     | •        | J Baxt       | er, (         | Hewit         | t              | 11.           | i   |                  |                       |  |       |              |       |       |                     |                 |              |        |
|          |          | -        | D Whee       | ler           |               |                | 12.           |   |                  |                       |  |       |              |       |       |                     |                 |              |        |
|          |          | -        |              |               |               |                | 13.           |   |                  |                       |  |       |              |       |       |                     |                 |              |        |
|          |          |          |              |               |               |                | 14.           |   |                  |                       |  |       |              |       |       | <del> </del>        | $\dashv$        |              |        |
|          |          | •        |              |               |               |                | 15.<br>16.    |   |                  |                       |  |       |              |       |       |                     |                 |              |        |
|          |          |          |              |               |               |                | 17.           |   |                  |                       |  |       |              |       |       |                     |                 |              |        |
|          |          |          |              |               | ·~            |                | 18.           |   |                  |                       |  |       |              |       |       | <u> </u>            |                 |              |        |
|          |          |          |              |               |               |                | 19.<br>20.    |   |                  |                       |  |       |              |       |       | <del> </del>        | -               |              |        |
|          |          | •        |              |               |               |                | 21.           |   |                  |                       |  |       |              |       |       |                     |                 |              |        |
|          |          |          |              |               |               |                | 22.           |   |                  |                       |  |       |              |       |       |                     |                 |              |        |
|          |          |          |              |               |               |                | 23.           |   |                  |                       |  |       |              |       |       |                     |                 |              |        |
|          |          | •        |              |               |               |                | 24.<br>25.    |   |                  | <del></del>           |  |       | <del> </del> |       |       |                     | $\neg \uparrow$ |              |        |
|          |          |          |              |               |               |                | <b>_</b> 26.  |   |                  |                       |  |       |              |       |       |                     |                 |              |        |
|          |          |          |              |               | <del></del> , |                | 27.           |   |                  |                       |  |       |              |       |       | <del> </del>        |                 |              |        |
|          |          |          |              |               |               |                | 28.<br>29.    |   |                  |                       |  |       |              |       |       | <del> </del>        |                 |              |        |
| Recomme  | nded     | assi     | gnment       | s for         | heari         | ng             | 30.           |   |                  |                       |  |       |              |       |       |                     |                 |              |        |
| and/or   |          |          |              |               |               |                | 31.           |   |                  |                       |  |       |              |       |       |                     |                 |              |        |
|          | _        |          |              |               |               | _              | 32.           |   |                  |                       |  |       |              |       |       | <u> </u>            |                 |              |        |
| Full Co  |          | ion .    |              | ommis<br>taff | sion Pa       | anel           | 33.<br>34.    |   |                  |                       |  |       |              |       |       | <u> </u>            |                 |              |        |
| Hearing  | ,        |          | 3'           | Laii          |               | _              | 35.           |   |                  |                       |  |       |              |       |       | <del> </del>        |                 |              |        |
| Date fi  | led v    | vith :   | CCA: 0       | 724/          | 2005          |                | 36.           |   |                  |                       |  |       |              |       |       | ·                   |                 |              |        |
| bute .   |          |          |              | 77            |               |                | 37.           |   |                  |                       |  |       |              |       |       |                     |                 |              |        |
| Initial  |          |          |              |               |               |                | 38.           |   |                  |                       |  |       |              |       |       | <u> </u>            |                 |              |        |
|          | St       | aff (    | Counsel      |               |               |                | 39.           |   |                  |                       |  |       |              |       |       | <u> </u>            |                 |              |        |
| Section  | 3 -      | Chai     | rman Co      | nmn la        | tac           |                | <u>  40 .</u> | Scianmon                                      | ts are as        | s follow              | <u>.                                    </u> |       |              |       |       | .1                  |                 |              |        |
| sect ton | <u> </u> | Cilai    | i iikaii C   | Jiip i C      | <u>ces</u>    |                | ,             | 133 1911111011                                | ts ale a.        | 3 10110 <del>11</del> | ٥,   |       |              |       |       |                     |                 |              |        |
|          | - He     | arin     | g Offic      | cer(s         | )             |                |               |   |                  |                       | P  | rehe  | aring        | Offic | er    |                     |                 |              |        |
|          |          |          | sioner       |               |               | Hrg            | Staff         |   |                  |                       | -  | ommi  | ssione       | ers   |       | ADM                 |                 |              |        |
|          |          |          | <del> </del> |               | ·             | Exam           |               |   |                  | <u> </u>              |  |       |              |       |       |                     |                 |              |        |
| ALL      | BZ       | DS       | BD           | DV            | ED            |                |               | _   |                  | BZ                    |  | DS    | BD           | DV    | ED    |                     |                 |              |        |
| X        |          | 1        |              |               | 1             |                |               | 1   |                  |                       |  | 1     |              |       | Х     |                     |                 |              |        |
|          |          |          | <del></del>  | <del></del>   | <del></del>   | <del></del>    | <del></del> _ | <br>ner is P                                  |                  | . ——                  |  |       |              |       |       |                     |                 |              |        |

PSC/CCA015-C (Rev. 01/03)

assigned the full Commission decides the case.

\* COMPLETED EVENTS

Date:

Pending 6/06/05

Docket No. <u>050152-EU</u> Date Docketed: <u>02/25/2005</u> Title: Proposed revisions to Rule 25-6.049, F.A.C., Measuring Customer Service.

Company: Rule 25-6.049, F.A.C.

| 1. Staff Recommendation   08/18/2005   09/08/20     2. Agenda   08/30/2005   09/2 |                       | Date:                               |   | E      | xpiratio    | on:                                   |             | ı           |          |          |              |              |
|--|-----------------------|-------------------------------------|---|--------|-------------|---------------------------------------|-------------|-------------|----------|----------|--------------|--------------|
| CO   | •                     | end:                                |   |        |             |                                       |             |             |          |          |              |              |
| Section 2 - OPR Completes and returns to CCA in 10 workdays.   |                       |                                     |   |        |             | CMP                                   | ECR         | (GCL)       | PIF      | RCA      | SCR          | SGA          |
| Marker   M |                       |                                     |   |        |             | <u> </u>                              | X           | Х           |          | <u> </u> |              |              |
| Staff Assignments  |                       |                                     | urns to                                 |        |             |                                       |             |             |          |          |              |              |
| Staff Assignments   For UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770  | <u>Program Module</u> | All(a)                              |   |        |             |                                       |             |             |          | DOCUMEN  | Τ            |              |
| Due Dates   Due  |                       |                                     |   |        |             |                                       |             |             |          | 412-6770 |              |              |
| Staff   M Stern   S   Current CASR revision level   Previous   Current CASR   Coursel   Case   Cas |                       | <u>Staff Assig</u>                  | nments                                  | , ox o | DATES CO    | MIACI III                             | L ALCOAD    | S SECTION   | . (030)  | 713-0//0 |              |              |
| 1. Staff Recommendation   08/18/2005   09/08/20     2. Agenda   08/30/2005   09/08/20     3. Standard Order   09/19/2005   10/30/20     4. Close Docket or Revise CASR   10/19/2005   12/30/20     5.  |                       |                                     |   |        |             |                                       |             |             |          |          | Du           | e Dates      |
| 2. Agenda   08/30/2005   09/20/20   10/2005  | <u>OPR Staff</u>      | M Stern                             |   | 5      | Current     | t CASR re                             | evision 7   | level       |          |          | Previous     | s Current    |
| 2. Agenda   08/30/2005   09/20/20   10/2005  |                       |                                     |   | 1.     | Staff Re    | ecommenda                             | ation       |             |          |          | 08/18/200    | 5 09/08/2005 |
| 4.   Close Docket or Revise CASR   10/19/2005   12/30/20     5.   6.   7.     7.   7.   9.     10.   9.   10.     10.   11.   11.     11.   12.   13.     14.   15.   16.     17.   18.   19.     19.   19.  |                       |                                     |   | ] 2.   |             |                                       |             |             |          |          | 08/30/200    | 5 09/20/2005 |
| Staff Counsel  |                       |                                     |   | 3.     | Standard    | d Order                               |             |             |          |          | 09/19/200    | 5 10/10/2005 |
| Staff Counsel  |                       |                                     |   | 4.     | Close Do    | ocket or                              | Revise (    | CASR        |          |          | 10/19/200    | 5 12/30/2005 |
| Staff Counse    M Stern   8   9   10   10   10   11   11   11   11   |                       |                                     |   | 5.     |             |                                       |             |             |          |          |              |              |
| Staff Counse  M Stern  |                       |                                     |   | (      |             |                                       |             |             |          | -,       |              |              |
| 9.   |                       |                                     |   | —      |             |                                       |             |             |          |          |              |              |
| 10   | Staff Counsel         | M Stern                             |   |        |             |                                       |             |             |          |          | <u> </u>     |              |
| Day   Day  |                       |                                     |   |        |             |                                       |             |             |          |          | <del> </del> |              |
| D Wheeler  | OCDs (FCD)            | 1 Rayter C Howit                    | +                                       |        | <del></del> |                                       |             | <del></del> |          |          |              |              |
| 13.   14.  | OCKS (LCK)            |                                     |   | _      |             |                                       |             | ***         |          |          | <del> </del> |              |
| 14.  |                       | D Milecres                          | · · · ·                                 |        |             | ~~~                                   |             |             |          |          | <del> </del> | <del></del>  |
| 16.  |                       |                                     |   |        |             |                                       |             |             |          |          |              |              |
| 17.  |                       |                                     |   |        |             |                                       |             |             |          |          |              |              |
| 18.   19.  |                       | · · · · · · · · · · · · · · · · · · |   |        |             |                                       |             |             |          |          | <del> </del> |              |
| 19.   20.  |                       |                                     |   |        |             |                                       |             |             |          |          | -            |              |
| 21   |                       |                                     |   |        |             |                                       |             |             |          |          |              |              |
| 22.   23.  |                       |                                     |   | _      |             | ····                                  |             |             |          |          | ļ            |              |
| 23   |                       |                                     |   |        |             |                                       |             |             |          |          | <del> </del> |              |
| 24.   25.  |                       |                                     | *************************************** |        |             | · · · · · · · · · · · · · · · · · · · |             |             |          |          |              |              |
| 26.   27.   28.   29.  |                       |                                     |   | _      | -           |                                       |             |             |          |          |              |              |
| 27.   28.  |                       |                                     |   |        |             |                                       |             |             |          |          | <u> </u>     |              |
| 28.   29.  |                       |                                     |   |        |             |                                       |             |             |          |          | <del> </del> |              |
| 29.  |                       |                                     |   |        |             |                                       | <del></del> |             |          |          |              |              |
| and/or deciding this case:    31.  |                       |                                     |   |        |             |                                       |             |             |          | •        |              |              |
| Section 3 - Chairman Completes   Assignments are as follows:   Prehearing Officer   Prehear |                       |                                     | ng                                      |        |             |                                       |             |             |          |          | ļ            |              |
| Full Commission X Commission Panel 33.       33.         Hearing Staff 34.       35.         Date filed with CCA: 08/16/2005 36.       37.         Initials OPR 5taff Counsel 39.       38.         Staff Counsel 40.       39.         Section 3 - Chairman Completes 40.       Assignments are as follows:         - Hearing Officer(s)       Prehearing Officer   | and/or deciding       | this case:                          |   |        |             |                                       |             |             | ·        |          | <del> </del> |              |
| Hearing  | Full Commission       | X Commission Pa                     | nel                                     |        |             | · · · · · · · · · · · · · · · · · · · |             |             |          | -        | <del> </del> |              |
| 35.   36.   37.   37.   38.   38.   39.   39.   40.   Section 3 - Chairman Completes   Assignments are as follows:   Prehearing Officer  |                       |                                     |   | 1      |             |                                       |             |             |          |          |              |              |
| Date filed with CCA: 08/16/2005   36.  | •                     |                                     |   | 35.    |             |                                       |             |             |          | -        | <u> </u>     |              |
| Initials OPR Staff Counsel 39. 40.  Section 3 - Chairman Completes Assignments are as follows:  - Hearing Officer(s)  Prehearing Officer   | Date filed with       | CCA: <u>08/16/2005</u>              |   | 36.    |             |                                       |             |             |          |          |              |              |
| Staff Counsel 39. 40.  Section 3 - Chairman Completes Assignments are as follows:  - Hearing Officer(s) Prehearing Officer   |                       |                                     |   |        |             |                                       |             |             |          |          |              |              |
| 40.   Section 3 - Chairman Completes   Assignments are as follows:   |                       | Councel                             |   |        |             |                                       |             |             |          |          |              |              |
| Section 3 - Chairman Completes  - Hearing Officer(s)  - Prehearing Officer   | Starr                 | Counse I                            |   |        |             |                                       | <del></del> |             |          |          | +            |              |
|  | Section 3 - Cha       | irman Completes                     | ·····                                   |        | ssignmen    | ts are a                              | s follow    | s:          |          |          | <u> </u>     |              |
|  | - Heari               | na Officer(s)                       |   |        |             |                                       |             | Preha       | aring Of | ficer    |              |              |
|  |                       |                                     | Hrg                                     | Staff  | 7           |                                       | Γ           |             |          |          | ADM          |              |

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.

Exam

Approved: Date:

Commissioners

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Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

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)ocket No.  $\underline{050152\text{-EU}}$  Date Docketed:  $\underline{02/25/2005}$  Title: Proposed revisions to Rule 25-6.049, F.A.C., Measuring Customer Service.

Company: Rule 25-6.049, F.A.C.

| ast Day to Susp<br>Referred to: |                      |              |           |         |                            | CCA      | CMP                    | ECR      | ((           | CL)    | PIF    | ı          | RCA   | SCR          | sc       | īΑ                                    |
|---------------------------------|----------------------|--------------|-----------|---------|----------------------------|----------|------------------------|----------|--------------|--------|--------|------------|-------|--------------|----------|---------------------------------------|
| ("()" indicates                 | OPR)                 |              |           |         |                            | T X      | Ciril                  | X        |              | X T    | 1 41   | <u>-</u> - |       | 300          |          |                                       |
| ection 2 - OPR                  |                      | es an        | d retu    | rns to  | CCA in                     |          | lays.                  |          |              |        |        | I          | ime S | chedule      |          |                                       |
| rogram Module                   | A11(a)               |              |           |         |                            |          | SCHEDULE               |          |              |        |        | IG DO      | CUMEN | Τ            |          |                                       |
|                                 | 9                    | Staff        | Assig     | nments  |                            |          | YE AND SU<br>ONTACT TH |          |              |        |        | 413        | -6770 |              |          |                                       |
|                                 |                      |              |           |         |                            | _        |                        |          |              |        |        |            |       | D            | ue D     | ates                                  |
| PR Staff                        | M Sterr              | 1            |           |         |                            |          | t CASR re              |          |              |        |        |            |       | Previo       |          | Current                               |
|                                 |                      |              |           |         | 1.<br>2.                   | Close Do | ocket or               | Revise   | CASR         |        | ·      |            |       | 10/19/20     | 005      | 12/30/200                             |
|                                 |                      |              |           |         | 3.                         |          |                        |          |              |        |        |            |       | <del> </del> |          |                                       |
|                                 |                      |              |           |         | 4.                         |          |                        |          |              |        |        |            |       |              |          |                                       |
|                                 |                      |              |           |         | 5.                         |          |                        |          |              |        |        |            |       |              |          |                                       |
|                                 |                      |              |           |         | 6.                         |          |                        |          |              |        |        |            |       |              |          |                                       |
| Staff Coursel                   | W Shows              |              |           |         | 7.                         |          |                        | -        |              |        |        |            |       | -            |          |                                       |
| Staff Counsel                   | M Sterr              | 1            |           |         | 8.<br>9.                   |          |                        |          |              |        |        |            |       | <u> </u>     |          |                                       |
|                                 |                      |              |           |         | 10.                        |          |                        |          |              |        |        |            |       |              |          |                                       |
| OCRs (ECR)                      | J Baxte              |              | Hewit     | t       | 11.                        |          |                        |          |              |        |        |            |       |              |          | J                                     |
|                                 | D Whee               | ler          |           |         | 12.                        |          |                        |          |              |        |        |            |       |              |          |                                       |
|                                 | <del></del>          |              |           |         | <b>│13.</b><br><b>│14.</b> |          |                        |          |              |        |        |            |       |              |          |                                       |
|                                 |                      |              |           |         | 15.                        |          |                        |          |              |        |        |            |       |              |          |                                       |
|                                 |                      |              |           |         | 16.<br>17.                 |          |                        |          |              |        |        |            |       |              |          |                                       |
|                                 |                      |              |           |         | 18.                        |          |                        |          |              |        |        |            |       |              |          |                                       |
|                                 |                      |              |           |         | 19.<br>20.                 |          |                        |          |              |        |        |            |       | <u> </u>     |          |                                       |
|                                 |                      |              |           |         | 21.                        |          |                        |          |              |        |        |            |       |              |          |                                       |
|                                 |                      |              |           |         | 22.                        |          |                        |          |              |        |        | ·          |       |              |          |                                       |
|                                 |                      |              |           |         | 23.<br>24.                 |          |                        |          | <del></del>  |        |        |            |       | ļ ———        | $\dashv$ |                                       |
|                                 |                      |              |           |         | 25.                        |          |                        |          |              |        |        |            |       |              |          |                                       |
|                                 |                      |              |           |         | 26.<br>27.                 |          |                        |          |              |        |        |            |       |              |          |                                       |
|                                 |                      |              |           |         | 28.                        |          |                        |          |              |        |        |            |       |              |          |                                       |
| Recommended ass                 | ianmonte             | · for        | haani     | 200     | 29.<br>30.                 |          |                        |          |              |        |        |            |       | -            |          |                                       |
| and/or deciding                 |                      |              | ileai.ii  | 19      | 31.                        |          |                        | ·····    |              |        |        |            |       | -            |          | ·····                                 |
| ,                               |                      |              |           | _       | 32.                        |          |                        |          |              |        |        |            |       | Ţ            |          |                                       |
| Full Commission                 |                      | mmiss<br>aff | ion Pa    | nel     | 33.<br>34.                 |          |                        |          |              |        |        |            |       | <del> </del> |          |                                       |
| Hearing                         |                      | ali          |           | _       | 35.                        |          |                        |          |              |        |        |            |       | <del> </del> | -        | · · · · · · · · · · · · · · · · · · · |
| Date filed with                 | CCA: 10              | /05/2        | 005       |         | 36.                        |          |                        |          |              |        |        |            |       |              |          | ·                                     |
|                                 |                      |              |           |         | 37.                        |          |                        | _        |              |        |        |            |       |              |          |                                       |
| Initials OPR                    | Counsel              |              |           |         | 38.<br>39.                 |          |                        |          |              |        |        |            |       |              |          |                                       |
|                                 |                      |              |           |         | 40.                        |          |                        |          |              |        |        |            |       |              |          |                                       |
| Section 3 - Cha                 | irman Co             | mplet        | <u>es</u> |         | A                          | ssignmen | ts are a               | s follo  | ws:          |        |        |            |       |              |          |                                       |
| - Heari                         | ng Offic             | er(s)        |           |         |                            |          |                        |          |              | rehea  | ring ( | Offic      | er    |              |          |                                       |
|                                 | ssioner              |              | •         | Hrg     | Staff                      |          |                        |          | (            | Commis | sione  | rs         |       | ADM          |          |                                       |
| ALL T 52 T 52                   | BD                   | ED 1         |           | Exam    |                            |          |                        | <u> </u> | <del>,</del> | nc T   | PD T   | ED         |       |              |          |                                       |
| ALL BZ DS                       | BD                   | ED           |           |         |                            |          |                        | <u>-</u> | Z            | DS     | BD     | ED         |       |              |          |                                       |
| X                               | لببل                 |              |           | لـــــا |                            | ┙ . ຺    | <b>,</b>               | . L      |              |        |        | Х          |       |              |          |                                       |
| Where panels a                  | re assiq<br>panel de | gned t       | ne se     | nor Coi | mmissio                    | ner is P | anei Cha               | ırman:   |              |        |        | 15         | 13/1  | ^            |          |                                       |

PSC/CCA015-C (Rev. 01/03)

\* COMPLETED EVENTS

## Last Revised 11/15/2005 at 15:53

Page 1 of 1

Printed on 11/15/2005 at 16:09

| Commis<br>Commis<br>Commis<br>X Executi | ssioner Deason<br>ssioner Bradley<br>ssioner Edgar<br>ssioner Arriaga<br>ve Director<br>nformation Office | X General ( Auditing X Comm. Competit | Executive Direct Counsel Direct & Safety Direct & ADM ive Markets/For Affairs Direct & Affairs Direct & Affairs Direct & Affairs Direct & Santa & Sant | ector X Court I<br>Services X Staff C<br>Enforcement | mic Regulation Director<br>al Affairs Director<br>Reporter<br>Contact - Marlene Stern |
|---|---|---------------------------------------|--|--|---|
| From: Office of                         | Chairman Brauli   | o Baez                                |  |  |   |
| Docket Number                           | : 050152-EU   |                                       |  |  |   |
| Docket Title:<br>1. Schedule Info       | Proposed revisions <b>rmation</b>   | to Rule 25-6.049, l                   | F.A.C., Measuring  | Customer Service.                                    |   |
| Ev                                      | ent   | Former Date                           | New Date   | Location   | Time  |
| Rule Developm                           | ent Workshop  |                                       | 12/13/2005   | Tallahassee, Room 148                                | 9:30 AM - 2:00 PM   |
|   |   |                                       |  |  |   |
|   |   |                                       |  |  |   |
|   |   |                                       |  |  |   |
|   |   |                                       |  |  |   |
| 2 Hearing/Preh                          | earing Assignme   | ent Information                       | on   | <u> </u>   |   |
| z, Henring/1702                         | _   | ner Assignmen                         |  | Current  | Assignments   |
| <u>Hearing</u><br>Officers              | Commissi  | <b>I</b>                              | - 1 11   | Commissione  | - 1 11  |
| Officers                                | ALL BZ DS B   | Exa                                   | m.   | ALL BZ DS BD E                                       | D AR  |
|   |   |                                       |  |  | X   |
| <u>Prehearing</u><br>Officer            | Commissi  | oners                                 |  | Commissione  | ers   |
| Officer                                 | BZ DS BD ED   | AR ADM                                |  | BZ DS BD ED AF                                       | ADM   |
| Reas                                    | on for Revision: A. 1   | New Assignment                        | 1. Unavailability  | 2. Good Cause 3. Recused                             | 4. Disqualified 5. See Remarks  |
| Remarks:                                |   |                                       |  |  |   |

CCS Form Number: 050152-EU-00001-001

### Last Revised 11/16/2005 at 11:39

#### Printed on 11/16/2005 at 11:41

Page 1 of 1

| Comm X Comm Comm X Execut X Public | issioner Deason issioner Bradley issioner Edgar issioner Arriaga tive Director Information Offic of Chairman Brauli | X General C<br>Auditing<br>X Comm. C<br>Competit<br>er X Consume | Executive Direct<br>Counsel Direct<br>& Safety Direct<br>Clerk & ADM<br>Cive Markets/I<br>Exer Affairs Direct | ector<br>Services<br>Enforcement | X Economic<br>External A<br>X Court Rep<br>X Staff Cont | orter                                  |               |
|------------------------------------|---|--|---|----------------------------------|---|--|---------------|
|                                    | er: 050152-EU   |  |   |                                  |   |  |               |
| Oocket Title:<br>. Schedule Inf    | •   | s to Rule 25-6.049, l  | F.A.C., Measuring   | g Customer Service.              |   |  |               |
|                                    | vent  | Former Date  | New Date  | Loca                             | tion  | Ti                                     | ime           |
| Rule Developr                      | nent Workshop   | 12/13/2005   | 12/16/2005  | Tallahassee, l                   | Room 148  | 9:30 AM                                | - 2:00 PM     |
|                                    |   |  |   |                                  |   |  |               |
|                                    |   |  |   |                                  |   |  |               |
|                                    |   |  |   |                                  |   |  |               |
|                                    | ehearing Assignm  | ent Information  | on  |                                  | <del></del>   |  | <del> </del>  |
| 5                                  |   | ner Assignmen  |   |                                  | Current Ass   | ignments                               |               |
| <u>Hearing</u><br><u>Officers</u>  | Commiss   | ioners Hea   | ~ I .II   | Con                              | nmissioners   | Hearing<br>Exam.                       | Staff         |
|                                    | ALL BZ DS B   | D ED AR  |   | ALL BZ                           | DS BD ED .  | AR                                     | X             |
|                                    |   |  |   | <u></u>                          |   |  |               |
| Prehearing<br>Officer              | Commiss   | ioners   |   | Cor                              | nmissioners   |  |               |
|                                    | BZ DS BD ED   | AR ADM   |   | BZ DS E                          | BD ED AR AI   | DM                                     |               |
| Rea                                | son for Revision: A.  | New Assignment   | 1. Unavailabilit  | y 2. Good Cause                  |   | الــــــــــــــــــــــــــــــــــــ | . See Remarks |
| Remarks: G. G                      | C1  | -11  |   |                                  |   |  |               |

PSC/JBE 8 (01/2002) CCS Form Number: 050152-EU-00001-002

Docket No. <u>050152-EU</u> Date Docketed: <u>02/25/2005</u> Title: Proposed revisions to Rule 25-6.049, F.A.C., Measuring Customer Service.

Company: Rule 25-6.049, F.A.C.

| Official Filing<br>Last Day to Sus |             |              |            |                                       | i           | Expiratio                               | n:        |          | -                        |             |   |              |             |             |
|------------------------------------|-------------|--------------|------------|---------------------------------------|-------------|---|-----------|----------|--------------------------|-------------|---|--------------|-------------|-------------|
| Referred to:                       | penu: _     |              |            |                                       |             | CCA                                     | CMP       | ECR      | ((())                    | PIF         | RCA                                     | SCR          | SGA         |             |
| ("()" indicates                    | OPRI        |              |            |                                       |             | X                                       | Line      | X        | (GCL)                    | PIF         | T RCA                                   | 3CK          | SUA         | 1           |
| Section 2 - OPR                    |             | es ar        | nd retu    | ırns to                               | CCA in      |   | lavs.     |          | 1 ^                      |             | Time S                                  | chedule      |             | 1           |
| Program Module                     |             | <u></u>      |            |                                       | WARNI       | VG: THIS                                | SCHEDULE  |          | INTERNAL F               |             |   |              |             |             |
|                                    | :           | Staff        | Assig      | <u>nments</u>                         |             |   |           |          | O REVISION<br>DS SECTION |             | 413-6770                                |              |             |             |
|                                    |             |              |            |                                       |             |   |           |          |                          |             |   | Du           | e Date      | s           |
| OPR Staff                          | M Steri     | 1            |            |                                       | 7           | Current                                 | t CASR re | evision  | level                    |             |   | Previous     | s C         | urrent      |
|                                    |             |              |            |                                       | 1.          |   | /elopment |          |                          |             |   | SAME         |             | /16/2005    |
|                                    |             |              |            |                                       | <b> </b>    | Close Do                                | ocket or  | Revise   | CASR                     |             |   | 12/30/200    | 5 01,       | /31/2006    |
|                                    | <del></del> |              |            |                                       | 3.<br>4.    | *************************************** |           |          |                          |             |   |              |             |             |
|                                    |             |              |            |                                       | <b> </b>    |   |           |          |                          |             |   | <u> </u>     |             |             |
|                                    |             |              |            |                                       | 6.          |   |           |          |                          |             |   |              |             |             |
|                                    |             |              |            |                                       | 7.          |   |           |          |                          |             |   |              |             |             |
| Staff Counsel                      | M Steri     | n            |            |                                       | 8.          |   |           |          |                          | •           |   |              |             |             |
|                                    |             |              |            |                                       | 9.          |   |           |          |                          |             |   |              |             |             |
| OCD - (ECD)                        | 7 0         |              | 11         |                                       | 10.         |   |           |          |                          |             |   |              | _           |             |
| OCRs (ECR)                         | J Baxto     |              | Hewit      | τ                                     | 11.         |   |           |          |                          |             |   |              |             |             |
|                                    | D whee      | ier-         |            |                                       | 13.         |   |           |          |                          |             |   |              | -           |             |
|                                    |             |              |            |                                       | 14.         |   |           |          |                          |             |   |              |             |             |
|                                    |             |              |            |                                       | 15.         |   |           |          |                          |             |   |              |             |             |
|                                    |             |              |            |                                       | 16.<br>17.  |   |           |          |                          |             |   |              |             |             |
|                                    |             |              |            |                                       | 18.         |   |           |          |                          |             | · · · · · · · · · · · · · · · · · · ·   |              |             |             |
|                                    |             |              |            |                                       | 19.         |   |           |          |                          |             |   |              |             |             |
|                                    |             |              |            |                                       | 20.<br>21.  |   |           |          |                          | 4           |   | <del> </del> | _           |             |
|                                    |             |              |            |                                       | 22.         |   |           |          |                          |             |   |              |             |             |
|                                    |             |              |            |                                       | 23.         |   |           |          |                          |             |   |              |             |             |
|                                    |             |              |            |                                       | 24.<br>25.  |   |           |          |                          |             |   | <u> </u>     |             |             |
|                                    |             |              |            |                                       | 26.         |   |           |          |                          |             |   |              |             | ·. ·        |
|                                    |             |              |            |                                       | 27.         |   |           |          |                          |             |   |              |             |             |
|                                    |             |              |            |                                       | 28.<br>29.  |   |           |          |                          |             |   | ļ            |             |             |
| Recommended ass                    | ianments    | for          | heari      | na                                    | 30.         | ***                                     |           |          |                          |             |   |              |             |             |
| and/or deciding                    |             |              |            | .,                                    | 31.         |   |           |          |                          |             |   |              |             |             |
|                                    |             |              |            | _                                     | 32.         |   |           |          |                          |             |   |              |             |             |
| Full Commission<br>Hearing         |             | mmiss<br>aff | sion Pa    | ine I                                 | 33.<br> 34. |   |           |          |                          |             | - · · · · · · · · · · · · · · · · · · · |              |             |             |
| ilear ilig                         |             | all          |            | _                                     | 35.         |   |           |          |                          |             |   |              |             |             |
| Date filed with                    | CCA: 11     | /16/2        | 2005       |                                       | 36.         |   |           |          |                          |             |   |              |             |             |
|                                    |             |              |            |                                       | 37.         |   |           |          | ***                      |             |   |              |             |             |
| Initials OPR                       |             |              |            |                                       | 38.         |   |           |          |                          |             |   | ļ            |             |             |
| Starr                              | Counsel     |              |            | · · · · · · · · · · · · · · · · · · · | 39.<br>40.  |   |           |          |                          |             |   |              | <del></del> |             |
| Section 3 - Cha                    | irman Co    | mple         | <u>tes</u> |                                       |             | ssignmen                                | ts are a  | s follow | is: C <                  | SKA         |   |              |             | <del></del> |
| - Heari                            | ng Offic    | er(s`        | )          |                                       |             |   |           |          | Prehe                    | aring 01    | ficer                                   |              |             |             |
|                                    | issioner    |              |            | Hrg                                   | Staff       |   |           |          |                          | ssioners    |   | ADM          |             |             |
|                                    |             |              |            | Exam                                  |             |   |           |          |                          |             |   |              |             |             |
| ALL BZ D                           | S BD        | ED           | AR         |                                       |             | 4                                       |           | B        | Z DS                     | <del></del> | D AR                                    |              |             |             |
| X                                  |             |              |            | لا                                    |             |   |           |          |                          |             | X                                       |              |             |             |
| Where panels a                     | panel d     | ecide        | s the      | case.                                 |             |   |           |          | Appr                     | oved:       | 1313/12                                 | ~^           |             |             |
| Where one Commassigned the 1       |             |              |            |                                       |             |   | Member is | 5        | Date                     | · ·         | 11/16/20                                | 005          |             |             |

PSC/CCA015-C (Rev. 01/03)

\* COMPLETED EVENTS

Docket No. <u>050152-EU</u> Date Docketed: <u>02/25/2005</u> Title: Proposed revisions to Rule 25 ...049, F.A.C., Measuring

Customer Service.

Company: Rule 25-6.049, F.A.C.

| Official Filing                    |             |           |               | I                 | Expiratio | n:                                    |           | •                     |          |                                       |              |            |
|------------------------------------|-------------|-----------|---------------|-------------------|-----------|---------------------------------------|-----------|-----------------------|----------|---------------------------------------|--------------|------------|
| Last Day to Susp<br>Referred to:   | oena:       |           |               |                   | CC.       | CMD                                   | E C D     | (661.)                | 27.5     | DCA                                   | CCD          | cc.        |
|                                    | ODB)        |           |               |                   | CCA       | CMP                                   | ECR       | (GCL)                 | PIF      | RCA                                   | SCR          | SGA        |
| ("()" indicates<br>Section 2 - OPR |             | and not   | urns to       | CCA in            | 10 works  | lave                                  | X         | X                     |          | Timo S                                | ichedule     |            |
| Program Module                     |             | and rec   | urns to       | WARNI             | NG: THIS  | SCHEDULE                              | IS AN I   | NTERNAL P<br>REVISION | PLANNING |                                       |              |            |
|                                    | <u>Sta</u>  | ıff Assig | <u>nments</u> | FOR U             | PDATES CO | NTACT TH                              | E RECORD  | S SECTION             | i: (850) | 413-6770                              |              |            |
|                                    |             |           |               |                   | _         |                                       |           |                       |          |                                       | Due          | Dates      |
| OPR Staff                          | L Harris,   | K Flemi   | ng            | . 8               |           | t CASR re                             |           | level                 |          |                                       | Previous     |            |
|                                    |             |           |               | 1.                |           | ecommenda                             | tion      |                       |          |                                       | SAME         | 04/20/2006 |
|                                    |             |           |               | 2.                | Agenda    | 1 0-4                                 |           |                       |          |                                       | SAME         | 05/02/2006 |
|                                    | <del></del> |           |               | <b>→</b> 3.<br>4. | Standard  | cket or                               | Dourise ( | CACD                  |          |                                       | SAME         | 05/22/2006 |
|                                    |             |           |               | <b>d</b> ₹:       | Close Do  | ocket or                              | Kevise (  | LASK                  |          |                                       | 01/31/2000   | 06/30/2006 |
|                                    | -           |           | _             | 6.                |           |                                       |           |                       |          |                                       | <u> </u>     |            |
|                                    |             |           |               | 7.                |           |                                       |           |                       |          |                                       | <del></del>  | _          |
| Staff Counsel                      | L Harris    | ****      |               | − ′s.             |           | · · · · · · · · · · · · · · · · · · · |           |                       |          |                                       |              |            |
| Starr Counser                      | E Hullis    |           |               | ⊣ წ.              |           |                                       |           |                       |          |                                       | <del> </del> |            |
|                                    |             |           |               | 10.               |           |                                       |           |                       |          |                                       |              |            |
| OCRs (ECR)                         | J Baxter,   | C Hewit   | t             | 11.               |           |                                       |           |                       |          |                                       |              |            |
|                                    | C Kummer    |           |               | 12.               |           |                                       |           |                       |          |                                       |              |            |
|                                    |             |           |               | 13.               |           |                                       |           |                       |          |                                       |              |            |
|                                    |             |           |               | 14.               |           |                                       |           |                       |          |                                       |              |            |
|                                    | <del></del> |           |               | 15.<br>16.        |           |                                       |           |                       |          |                                       |              |            |
|                                    |             |           |               | 17.               |           | *****                                 |           |                       |          |                                       |              |            |
|                                    |             |           |               | 18.               |           |                                       |           |                       |          |                                       |              |            |
|                                    |             |           |               | 19.               |           |                                       |           |                       |          | · · · · · · · · · · · · · · · · · · · | -            |            |
|                                    |             |           |               | 20.<br>21.        |           |                                       | ****      |                       |          |                                       |              |            |
|                                    |             |           |               | <b>∃</b> 22.      |           |                                       |           |                       | ·        |                                       |              |            |
|                                    |             |           |               | 23.               |           |                                       |           |                       |          |                                       |              |            |
|                                    |             |           |               | 24.               |           |                                       |           |                       |          |                                       | ļ            |            |
|                                    |             |           |               | 25.<br>26.        |           |                                       |           |                       |          |                                       |              |            |
|                                    |             |           |               | <b>∃</b> 27.      |           |                                       |           |                       |          |                                       |              |            |
|                                    |             |           |               |                   |           |                                       |           |                       | ***      |                                       |              |            |
|                                    |             |           |               | 29.               |           |                                       |           |                       |          |                                       |              |            |
| Recommended ass                    |             |           | ng            | 30.               |           |                                       |           |                       |          |                                       |              |            |
| and/or deciding                    | this case   | :         |               | 31.<br>32.        |           |                                       |           |                       |          |                                       | +            |            |
| Full Commission                    | X Comm      | ission Pa | anel          | 33.               |           |                                       |           |                       |          |                                       |              |            |
| Hearing                            | Staf        |           | _             | 34.               |           |                                       |           |                       |          |                                       |              |            |
| •                                  |             |           |               | 35.               |           |                                       |           |                       |          |                                       |              |            |
| Date filed with                    | CCA: 04/10  | 0/2006    |               | 36.               |           |                                       |           |                       |          |                                       |              |            |
|                                    |             |           |               | 37.               |           |                                       |           |                       |          |                                       |              |            |
| Initials OPR                       |             |           |               | _ 38.             |           |                                       |           |                       |          |                                       | ļ            |            |
| Staff                              | Counsel     |           |               | 39.<br>40.        |           |                                       |           |                       |          |                                       | +            |            |
| Section 3 - Cha                    | irman Comp  | letes     |               |                   | ssignmen  | ts are a                              | s follow  | s:                    |          |                                       |              |            |
| Heari                              | ng Officer  | (s)       |               |                   |           |                                       |           | Prehea                | ring Of  | ficer                                 |              |            |
|                                    | ssioners    |           | Hrg           | Staff             | 7         |                                       |           |                       | sioners  |                                       | ADM          |            |
|                                    |             | <u></u>   | Exam          |                   |           |                                       |           |                       |          |                                       | ŀ            |            |
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| Х                                  |             |           |               |                   | 1         |                                       | X         |                       |          |                                       |              |            |
| Where panels a                     |             |           |               | mmissio           | ner is Pa | anel Chai                             | rman:     | <u> </u>              |          | 50,0                                  |              |            |
| Where one Commassigned the f       | issioner,   | a Hearin  | g Exami       |                   |           | Member is                             | ;         | Appro<br>Date:        |          | 04/10/20                              | 006          |            |

Last Revised 06/19/2006 at 11:39 a.m.

Page 1 of 1

| Hearing/Prehearing Assignment Information  Former Assignments  Current Assignment  Hearing Officers  Commissioners  Hearing Exam.  ALL ED DS AR CT TW  ALL ED DS AR CT TW  ALL ED DS AR CT TW  Prehearing Officer  Commissioners  Commissioners  Commissioners  Commissioners  Commissioners  Commissioners  Commissioners      |               |
|---|---------------|
| Hearing Officers  Commissioners  Hearing Commissioners  ALL ED DS AR CT TW  Prehearing Officer  Commissioners  Current Assignment  Commissioners  Hearing Exam.  ALL ED DS AR CT TW  ALL ED DS AR CT TW  Commissioners  Commissioners  Commissioners  Commissioners  Commissioners  Commissioners  Commissioners  Commissioners | Time          |
| Former Assignments  Current Assignment  Commissioners  Hearing Exam.  ALL ED DS AR CT TW  ALL ED DS AR CT TW  Prehearing Officer  Commissioners  Current Assignment  Commissioners  Hearing Exam.  ALL ED DS AR CT TW  X  Commissioners  Commissioners  Commissioners   | 30 a 5:00 p.  |
| Former Assignments  Current Assignment  Commissioners  Hearing Exam.  ALL ED DS AR CT TW  ALL ED DS AR CT TW  Prehearing Officer  Commissioners  Current Assignment  Commissioners  Hearing Exam.  ALL ED DS AR CT TW  X  Commissioners  Commissioners  Commissioners   |               |
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| Former Assignments  Current Assignment  Commissioners  Hearing Exam.  ALL ED DS AR CT TW  ALL ED DS AR CT TW  Prehearing Officer  Commissioners  Current Assignment  Commissioners  Hearing Exam.  ALL ED DS AR CT TW  X  Commissioners  Commissioners  Commissioners   |               |
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| Prehearing Commissioners Commissioners  | Exam.         |
| Officer Commissioners Commissioners   |               |
| Officer   |               |
| ED DS AR CT TW ADM ED DS AR CT TW ADM   |               |
|   | ]             |

PSC/CHM 8 (09/2005) CCS Form Number: 050152-EU-00001-001

Docket No. <u>050152-EU</u> Date Docketed: <u>02/25/2005</u> Title: Proposed revisions to Rule 25-6.049, F.A.C., Measuring

Customer Service.

Company: Rule 25-6.049, F.A.C.

| Official Filin  |           |  |                             |              | I  | Expirati            | on: _                                       |       |               |         |          |              |       |  |          |  |         |
|---|-----------|--|-----------------------------|--------------|--|---------------------|---|-------|---------------|---------|----------|--------------|-------|--|----------|--|---------|
| Last Day to Su  | spend: ,  |  |                             |              |  |                     |   |       |               |         |          |              |       |  |          |  |         |
| Referred to:  |           |  |                             |              |  | CCA                 | CMP   |       | :CR           | (GCL)   | PI       | <del>-</del> | RCA   | SCR  | <u> </u> | GA   |         |
| ("()" indicate  |           |  |                             |              | CC1 de                                   | 10                  | .1  |       | Х             | X       | <u> </u> |              |       | 1  | l        |  |         |
| <u>Section 2 - OP</u><br><u>Program Module</u>            |           | )  | ina reti<br><u>f Assi</u> g |              | WARNI/                                   | NG: THIS<br>TENTATI | days.<br>SCHEDULI<br>VE AND SI<br>ONTACT TI | UBJEC | ст то         | REVISIO | ON.      | ING DO       | CUMEN |  | <u>e</u> |  |         |
|   |           |  | _                           |              |  |                     |   |       |               |         |          |              |       |  | Due I    | ates   |         |
| OPR Staff   | L Harı    | ris, l   | (Flemi                      | ng           | 9  | Curren              | t CASR r                                    | evis  | ion le        | evel    |          |              |       | Prev   | ious/    |  | rrent   |
|   | -         | Addition of the control of the contr |                             |              | 1.                                       | FAW Not             | ice File                                    | d -   | Hearir        | ng      |          |              |       | SA   | ME       | 07/0   | 3/2006  |
|   |           |  |                             |              | 2.                                       |                     | stablish                                    |       |               |         |          |              |       | SA   | ME       |  | 14/2006 |
|   |           |  |                             |              | 3.                                       | Prefile             | d Commen                                    | its,E | xhibit        | ts,Rule | Langu    | age Cu       | ıtof  | NO   | NE       | 08/  | 16/2006 |
|   |           |  |                             |              | 4.                                       | Hearing             |   |       |               |         |          |              |       | SA   | ME       | 09/0   | 6/2006  |
|   |           |  |                             |              | 5.                                       |                     | ipt of H                                    |       |               | 2       |          |              |       | S/   | ME       | 09/1   | 15/2006 |
|   |           |  |                             |              | 6.                                       | -                   | ecommend                                    | latio | n             |         |          |              |       | S/   | ME       | 10/  | 12/2006 |
|   |           |  |                             |              | 7.                                       | Agenda              |   |       |               |         |          |              |       |  | ME       |  | 24/2006 |
| Staff Counsel   | L Har     | ris  |                             |              | _  8.                                    |                     | Adopting                                    |       |               |         | of Cha   | nges         |       |  | ME       |  | 13/2006 |
|   |           |  |                             |              | <b>-</b>   .9.                           | Close D             | ocket or                                    | Rev   | ise C/        | ASK     |          |              |       | 06/30  | /2006    | 12/1   | 13/2006 |
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| ocks (con)  | C Kumr    |  |                             | -            | 12.                                      |                     |   |       |               |         |          |              |       |  |          |  |         |
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|   |           |  |                             |              | 15.                                      |                     |   |       |               |         |          |              |       |  |          |  |         |
|   |           |  |                             |              | 16.<br>17.                               | -                   |   |       |               |         |          |              |       |  |          |  |         |
|   |           |  | **                          |              | <b>]</b> 18.                             |                     |   |       |               |         |          |              |       | † · · · ·  |          |  |         |
|   |           |  |                             |              | 19.                                      |                     |   |       |               |         |          |              |       |  |          |  |         |
|   |           |  |                             |              | <b>-</b>  20.                            |                     |   |       |               |         |          |              |       | <del> </del>                                     |          |  |         |
|   |           | •  |                             | -            | $\frac{1}{22}$ .                         |                     |   |       |               |         |          |              |       | +  |          | <del>                                     </del> |         |
|   |           |  |                             |              | 23.                                      |                     |   |       |               |         |          |              |       |  |          |  |         |
|   |           |  |                             |              | 24.                                      |                     |   |       |               |         |          |              |       |  |          |  |         |
|   |           |  |                             |              | <b>-</b> 125.                            |                     |   |       |               |         |          |              |       | ļ  |          | ļ  |         |
|   |           |  |                             |              | 26.<br>27.                               |                     |   |       |               |         |          |              |       | <del></del>                                      |          |  |         |
|   |           |  |                             |              | <b>]</b> 28.                             |                     |   |       |               |         |          |              |       |  |          |  |         |
|   |           |  |                             |              | 29.                                      |                     |   |       |               |         |          |              |       | <u> </u>   |          |  |         |
| Recommended as  |           |  | heari                       | ng           | 30.                                      |                     |   |       |               |         |          |              |       | <del> </del>                                     |          |  |         |
| and/or decidin  | ig this c | ase:   |                             |              | 31.<br>32.                               |                     |   |       |               |         |          |              |       | +  |          |  |         |
| Full Commissio  | n X C     | ommis  | sion Pa                     | nel          | 33.                                      |                     |   |       |               |         |          |              |       | <del>                                     </del> |          |  |         |
| Full Commission X Commission Panel Hearing Examiner Staff |           |  |                             | 34.          |  |                     |   |       |               |         |          |              | 1     |  |          |  |         |
| •   |           |  |                             |              | 35.                                      |                     |   |       |               |         |          |              |       |  |          |  |         |
| Date filed with CCA: <u>06/22/2006</u>                    |           |  |                             | <b>_</b> 36. |  |                     |   |       |               |         |          |              |       |  |          |  |         |
|   |           |  |                             |              | 37.                                      |                     |   |       |               |         |          |              |       | <u> </u>   |          |  |         |
| Initials OPR Staff Counsel                                |           |  |                             | 38.          |  |                     |   |       | ·-            |         |          |              | ļ     |  |          |  |         |
| Star  | counse    | ' —  | <del></del>                 |              | 39.<br>40.                               |                     |   |       |               |         |          |              |       | 1  |          |  |         |
| Section 3 - Ch  | airman C  | omple  | tes                         |              |  | ssignmen            | its are a                                   | s fo  | 17ows:        |         |          |              |       | <u> </u>   |          |  |         |
| - Hearing Officer(s)                                      |           |  |                             |              | Prehearing Officer                       |                     |   |       |               |         |          |              |       |  |          |  |         |
| Commissioners Hrg<br>Exam                                 |           |  |                             | Staff        |  |                     |   |       | Commissioners |         |          |              | ADM   |  |          |  |         |
| ALL ED I  | OS AR     | СТ   | T₩                          |              |  | ╛                   |   |       | ED            | DS      | AR       | СТ           | TW    |  |          |  |         |

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.

Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved:

ED(h) 06/22/2006

Last Revised 08/16/2006 at 2:45 p.m.

Page 1 of 1

| X Commis X Commis X Commis X Executive | ssioner Deason<br>ssioner Arriaga<br>ssioner Carter<br>ssioner Tew<br>ve Director<br>nformation Offic | X General C<br>Strategic<br>X Commiss<br>Competit | Analysis & Gion Clerk & Aive Markets/E | X Court Report Sov. Affairs X Staff Contact Staff Court Report Staff Court | Regulation<br>orter<br>act - Lawrence Harris |  |  |  |
|--|---|---|--|--|--|--|--|--|
|  | Chairman Lisa E<br>: 050152-EU Prop   | _   | Rule 25-6.049, I                       | F.A.C., Measuring Customer Servi   | ice.   |  |  |  |
| Schedule Information  Event            |   | Former Date                                       | New Date                               | Location   | Time   |  |  |  |
| ommission Ru                           | le Hearing  |   | 09/06/2006                             | Tallahassee, Room 148  | 9:30 a 5:00 p.                               |  |  |  |
| Hearing/Preh                           | nearing Assignm   | ent Informationer Assignmen                       |  | Current Ass  | ignments                                     |  |  |  |
| <u>Hearing</u><br>Officers             | Commiss ALL ED DS A   | Exa   | ~                                      | Commissioners  ALL ED DS AR CT X X X   | Hearing Staff Exam.                          |  |  |  |
| Prehearing<br>Officer                  | Commiss  ED DS AR CT  |   |  | Commissioners  ED DS AR CT TW AI   | DM .   |  |  |  |
| emarks:                                |   |   |  |  | ·  |  |  |  |

#### State of Florida



# Hublic Service Commission -M-E-M-O-R-A-N-D-U-M-

DATE: September 15, 2006

TO: Blanca S. Bayó, Director, Division of the Commission Clerk and

Administrative Services

FROM: Jane Faurot, Chief, Office of Hearing Reporter Section, Division

of the Commission Clerk and Administrative Services

**RE:** DOCKET NO. 050152-EU, HEARING HELD 09/06/06.

Re: Proposed revisions to Rule 25-6.049, F.A.C., Measuring Customer

Service.

DOCUMENT No: 08458-06, 09/15/06

The transcript for the above proceedings has been completed and is forwarded for placement in the docket file, including attachments.

Please note that Staff distribution of this transcript was made to:

LEGAL, ECR

Acknowledged BY:

JF/rlm

#### Kay Flynn

050152-EU

From:

Kay Flynn

Sent:

Monday, September 19, 2005 9:30 AM

To:

Marlene Stern

Cc:

Kimberley Pena

Subject: RE: 050152-EU

Added!

From: Marlene Stern

Sent: Monday, September 19, 2005 9:28 AM

To: Kay Flynn

Subject: RE: 050152-EU

Thanks.

From: Kay Flynn

Sent: Monday, September 19, 2005 7:27 AM

To: Marlene Stern Cc: Kimberley Pena Subject: RE: 050152-EU

Sure....I am forwarding this to Kim P and she will handle.

Kay

From: Marlene Stern

Sent: Thursday, September 15, 2005 5:42 PM

To: Kay Flynn Subject: 050152-EU

Hi Kay - Could you please add the following person to the mailing list for 050152-EU:

Mark Mazo 14252 Puffin Ct. Clearwater, FL 33762

727-573-5787 - phone.

Thanks, Marlene Matilda Sanders

PSC-06-0400-NOR-EU

8

From:

Mary Diskerud

Sent: To:

Thursday, May 11, 2006 9:48 AM

**CCA - Orders / Notices** 

Subject:

Order / Notice Submitted

Date and Time:

5/11/2006 9:36:00 AM

**Docket Number:** 

050152-EU

Filename / Path:

050152 Rulemaking.ldh.doc

Copied to gcorders. Distribution is Electric (EI) (EM) (EC)-

Mary

Please see attached e-mail

5515



#### State of Florida



# Hublic Service Commission -M-E-M-O-R-A-N-D-U-M-

DATE: September 21, 2006

TO: Blanca Bayó, Director, Commission Clerk and Administrative

Services

FROM: Jane Faurot, Chief, Hearing Reporter Services Section

**RE:** DOCKET NO. 050152-EU, HEARING HELD 09/06/06.

Attached for filing is Exhibit 1, representing a complete filing of the exhibits identified and admitted into the record during the proceedings held in the above docket.

Acknowledged BY:

JF/rlm