

Section 1 - Bureau of Records Complete

Docket No. 060553-TL Date Docketed: 08/14/2006 Title: Investigation and determination of appropriate method for issuing Service Guarantee Credits to all affected customers of Embarq Florida, Inc.  
 Company: Embarq Florida, Inc.

Official Filing Date: \_\_\_\_\_  
 Last Day to Suspend: \_\_\_\_\_  
 Referred to: \_\_\_\_\_  
 ("O" indicates OPR)

Expiration: \_\_\_\_\_

CCA	(CMP)	ECR	GCL	PIF	RCA	SCR	SGA
	X		X				

Section 2 - OPR Completes and returns to CCA in 10 workdays. Time Schedule

Program Module A18

Staff Assignments

**Due Dates**  
Previous Current

0 Current CASR revision level

*WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT  
 IT IS TENTATIVE AND SUBJECT TO REVISION.  
 FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770*

<u>OPR Staff</u>	1.			
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<u>Staff Counsel</u>	8.			
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<u>OCRs</u>	10.			
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Recommended assignments for hearing and/or deciding this case:  
 Full Commission \_\_\_ Commission Panel \_\_\_  
 Hearing Examiner \_\_\_ Staff \_\_\_  
 Date filed with CCA: \_\_\_\_\_  
 Initials OPR \_\_\_\_\_  
 Staff Counsel \_\_\_\_\_

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg Exam	Staff
ALL	ED	DS	AR	CT	TW		

Prehearing Officer

Commissioners					ADM
ED	DS	AR	CT	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: \_\_\_\_\_  
 Date: 04233 MAY 24 5

Section 1 - Bureau of Records Completes

Docket No. 060553-TL Date Docketed: 08/14/2006 Title: Investigation and determination of appropriate method for issuing Service Guarantee Credits to all affected customers of Embarg Florida, Inc.  
 Company: Embarg Florida, Inc.

Official Filing Date: \_\_\_\_\_

Expiration: \_\_\_\_\_

Last Day to Suspend: \_\_\_\_\_

Referred to:

("O" indicates OPR)

CCA	(CMP)	ECR	GCL	PIF	RCA	SCR	SGA
	X	X	X				

Section 2 - OPR Completes and returns to CCA in 10 workdays.

Time Schedule

Program Module A18

WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT  
 IT IS TENTATIVE AND SUBJECT TO REVISION.  
 FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770

Staff Assignments

OPR Staff

K Curry, C Lewis

Current CASR revision level

Due Dates  
 Previous Current

Staff Counsel

L Tan

OCRs (ECR)

M Springer

Recommended assignments for hearing and/or deciding this case:

Full Commission  Commission Panel \_\_\_  
 Hearing Examiner \_\_\_ Staff \_\_\_

Date filed with CCA: 08/18/2006

Initials OPR

Staff Counsel

1.	Staff Recommendation	NONE	09/07/2006
2.	Agenda	NONE	09/19/2006
3.	PAA Order	NONE	10/09/2006
4.	Consummating Order if No Protest	NONE	11/02/2006
5.	Close Docket or Revise CASR	NONE	03/30/2007
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Section 3 - Chairman Completes

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Commissioners						Hrg Exam	Staff
ALL	ED	DS	AR	CT	TW		
X							

Prehearing Officer

Commissioners					ADM
ED	DS	AR	CT	TW	
					X

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: EDLW  
 Date: 08/18/2006

Kay Flynn

060553-TL

**From:** Donna Jones  
**Sent:** Friday, September 15, 2006 1:03 PM  
**To:** All PSC Staff; Commissioners & Staffs  
**Subject:** Items of Interest at Upcoming Agenda Conference 9/19/06

A news release was distributed to the daily newspapers this afternoon, 9/15/06, and is now available on the PSC website:

<http://www.psc.state.fl.us/home/news/index.aspx?id=164>

9/18/2006

DOCUMENT NUMBER-DATE  
04233 MAY 24 5  
FPSC-COMMISSION CLERK



State of Florida  
**Public Service  
Commission**  
**NEWS RELEASE**

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9/15/2006

Contact: 850-413-6482

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**Items of Interest at Upcoming Agenda Conference 9/19/06**

**TALLAHASSEE** — The following items are among those scheduled for consideration by the Commission at the September 19, 2006, Agenda Conference:

**ITEM 4: DOCKET NO. 060553-TL – INVESTIGATION AND DETERMINATION OF APPROPRIATE METHOD FOR ISSUING SERVICE GUARANTEE CREDITS TO ALL AFFECTED CUSTOMERS OF EMBARQ FLORIDA, INC.** The Commission will consider a staff recommendation addressing an Embarq Florida, Inc. proposal to issue credits to residential customers totaling \$49,080 for missed commitments for installation of primary services.

**ITEM 13: DOCKET NO. 060536-WU – APPLICATION FOR TRANSFER OF PORTION OF WATER FACILITIES OPERATED UNDER CERTIFICATE NO. 613-W IN CHARLOTTE AND LEE COUNTIES FROM TOWN AND COUNTRY UTILITIES COMPANY TO STATE OF FLORIDA AND LEE COUNTY.** The Commission will consider a staff recommendation on the partial transfer of territory and water facilities associated with Babcock Ranch to the State of Florida and Lee County as a matter of right, pursuant to Section 367.071(4)(a), Florida Statutes.

**ITEM 14: DOCKET NO. 060478-EG – PETITION FOR APPROVAL OF MODIFICATIONS TO APPROVED ENERGY CONSERVATION PROGRAMS BY PEOPLES GAS SYSTEM.** The Commission will consider a staff recommendation on a request from Peoples Gas System to rename certain programs, add tankless water heater allowances, and modify allowances under some of its existing programs.

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Kay Flynn

**From:** Donna Jones  
**Sent:** Tuesday, September 19, 2006 2:57 PM  
**To:** All PSC Staff; Commissioners & Staffs  
**Subject:** Press Releases

The following news releases were distributed to the daily newspapers today, 9/19/06, and are now available on the PSC website:

Portion of Babcock Ranch Water Territory Transferred to State of Florida and Lee County  
<http://www.psc.state.fl.us/home/news/index.aspx?id=165>

060520

Commission Approves Credit for Embargo Customers  
<http://www.psc.state.fl.us/home/news/index.aspx?id=166>

060553

Commission Gives Boost to Natural Gas Conservation Program  
<http://www.psc.state.fl.us/home/news/index.aspx?id=167>

060478



State of Florida  
**Public Service  
Commission**  
**NEWS RELEASE**

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9/19/2006

Contact: 850-413-6482

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**Commission Approves Credit for Embarq Customers**

**TALLAHASSEE** — According to a decision made by the Florida Public Service Commission (Commission) today, Embarq Florida, Inc. (Embarq) will issue credits totaling \$49,080 to residential customers who experienced service problems.

During the course of a recent service quality evaluation, Commission staff determined that customers who qualified for credits under Embarq's Service Guarantee Program (SGP) were not properly credited. Embarq later determined that the missing credits were the result of two system application errors that occurred when modifications were being made to satisfy new data gathering requirements.

The credits will be promptly issued to all affected customers for missed commitments for primary service installation between April 1, 2005 and June 30, 2006. Embarq will contribute all unclaimed funds to the Community Service Fund for the promotion of Lifeline service.

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**Public Service Commission**  
**-M-E-M-O-R-A-N-D-U-M-**

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**DATE:** September 20, 2006

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

**FROM:** Jane Faurot, Chief, Office of Hearing Reporter Services, Division of the Commission Clerk and Administrative Services

**RE:** DOCKET NO. 060553-TL, AGENDA HELD 09/19/06.

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re: INVESTIGATION AND DETERMINATION OF APPROPRIATE METHOD FOR ISSUING SERVICE GUARANTEE CREDITS TO ALL AFFECTED CUSTOMERS OF EMBARQ FLORIDA, INC.

DOCUMENT No: 08633-06, 09/20/06

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, CMP

Acknowledged BY:

A handwritten signature in black ink, appearing to be "JF", written over a horizontal line.

JF/rlm

Marguerite Lockard

06-0841-PAA

**From:** Jackie Schindler  
**Sent:** Monday, October 09, 2006 1:38 PM  
**To:** CCA - Orders / Notices; Lee Eng Tan  
**Subject:** Order / Notice Submitted

**Date and Time:** 10/9/2006 1:37:00 PM  
**Docket Number:** 060553-tl  
**Filename / Path:** 060553or.tt.doc

5 pgs

A PAA ORDER ACCEPTING PROPOSAL TO ISSUE SERVICE GUARANTEE CREDITS has been moved to GC Orders for issuance today. Thanks.

js

yo



**Marguerite Lockard**

PSC-06-0928-CO-TL

**From:** Patti Zellner  
**Sent:** Monday, November 06, 2006 11:24 AM  
**To:** CCA - Orders / Notices  
**Subject:** Order / Notice Submitted

**Date and Time:** 11/6/2006 11:23:00 AM  
**Docket Number:** 060553-TL  
**Filename / Path:** 060553co.tlt.doc

2 pgs

CONSUMMATING ORDER

mailed

**Kimberley Pena**

060553

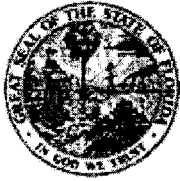
**From:** Donna Jones

**Sent:** Tuesday, February 27, 2007 10:12 AM

**Subject:** EMBARQ CUSTOMERS RECEIVE MORE THAN \$48,000 IN REFUNDS BY ORDER OF THE FLORIDA PUBLIC SERVICE COMMISSION

A press release was distributed to the media this morning, 2/27/07, and is available on the PSC website at the following link:

<http://www.psc.state.fl.us/home/news/index.aspx?id=233>



State of Florida  
**Public Service  
Commission**  
**NEWS RELEASE**

2/27/2007

Contact: 850-413-6482

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**EMBARQ CUSTOMERS RECEIVE MORE THAN \$48,000 IN  
REFUNDS BY ORDER OF THE FLORIDA PUBLIC SERVICE  
COMMISSION**

**TALLAHASSEE** — The Florida Public Service Commission (PSC) recently confirmed that Embarq has provided \$48,368 in refunds to 1,851 customers as directed by an agency order. Following the results of a recent service quality evaluation, the PSC ordered Embarq to issue credits and provide refunds to customers who experienced service problems between April 1, 2005 and June 30, 2006.

"The Commission remains a committed advocate for Florida's consumers, directing Florida's regulated utilities to provide services in a safe, affordable and reliable manner," said PSC Chairman Lisa Polak Edgar. "Inspections of regulated telecommunications carriers help ensure that established service quality standards are met."

Under Embarq's current Service Guarantee Program (SGP), if the company fails to install a customer's primary service on the date the customer and Embarq have agreed upon, Embarq will issue an automatic credit of \$25 to the customer's account. During the PSC's service quality evaluation, staff determined Embarq missed installation commitments and failed to provide credits to more than 1,800 customers. Embarq later determined that the missing credits were the result of two system application errors that occurred during a system upgrade.

Embarq recently provided the PSC with documentation that the affected customers have received credits and refunds. Embarq contributed unclaimed credits to the Community Service Fund, which will be used to promote the Link-Up Florida and Lifeline Assistance programs for low-income Floridians.

The PSC regularly conducts inspections of its regulated telecommunications carriers to assure that established service quality standards are met. The PSC exercises regulatory authority over utilities in the areas of rate base/economic regulation; competitive market oversight; and monitoring of safety, reliability, and service.

For additional information, visit [www.floridapsc.com](http://www.floridapsc.com).

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