

120000-07

Notice of Development of Rulemaking

PUBLIC SERVICE COMMISSION

RULE NO.: RULE TITLE:

25-30.335: Customer Billing

25-30.350: Backbilling

25-30.351: Unauthorized Use

PURPOSE AND EFFECT: To amend Rule 25-30.335 to place limitations on the utility's ability to use estimated bills for long periods of time, in order to ensure that customers are billed more accurately, reduce the number of customer complaints about estimated bills, and reduce the impact on customers when bills are underestimated for long periods. To amend Rule 25-30.350 to add the criteria for refunds where a customer was overbilled due to an error by the utility. The current rule only addresses underbillings. To adopt Rule 25-30.351 to address the water and/or wastewater utility's billing for unauthorized or fraudulent use of service or meter tampering. Undocketed

SUBJECT AREA TO BE ADDRESSED: Billing for water and/or wastewater utilities.

RULEMAKING AUTHORITY: 350.127(2), 367.121 FS

LAW IMPLEMENTED: 367.091, 367.121 FS

IF REQUESTED IN WRITING AND NOT DEEMED UNNECESSARY BY THE AGENCY HEAD, A RULE DEVELOPMENT WORKSHOP WILL BE NOTICED IN THE NEXT AVAILABLE FLORIDA ADMINISTRATIVE WEEKLY.

THE PERSON TO BE CONTACTED REGARDING THE PROPOSED RULE DEVELOPMENT AND A COPY OF THE PRELIMINARY DRAFT, IF AVAILABLE, IS: Cindy Miller, Florida Public Service Commission, Office of the General Counsel, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850, (850) 413-6082, cmiller@psc.state.fl.us.

THE PRELIMINARY TEXT OF THE PROPOSED RULE DEVELOPMENT IS AVAILABLE AT NO CHARGE FROM THE CONTACT PERSON LISTED ABOVE.

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DOCUMENT NUMBER-DATE
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FPSC-COMMISSION CLERK

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Notices Submitted to ACW

ID	Rule No./ Organization	Rule Title	Section	Issue	Date
11128536	2/20/2012	Florida Public Service Commission	Meeting	3/2/2012 Vol. 38/09	2/22/2012
11124559	2/20/2012	Florida Public Service Commission	Meeting	3/2/2012 Vol. 38/09	2/22/2012
11007189	2/6/2012	FLORIDA PUBLIC SERVICE COMMISSION	Meeting	3/2/2012 Vol. 38/09	2/22/2012
✓ 11129603	25-30.335,...	Customer Billing, Backbilling, Unauthorized Use	Rule	3/2/2012 Vol. 38/09	2/22/2012
11109815	2/14/2012	Florida Public Service Commission	Meeting	2/24/2012 Vol. 38/08	2/15/2012
11111367	2/14/2012	FLORIDA PUBLIC SERVICE COMMISSION	Meeting	2/24/2012 Vol. 38/08	2/15/2012
11111561	2/14/2012	FLORIDA PUBLIC SERVICE COMMISSION	Meeting	2/24/2012 Vol. 38/08	2/15/2012
11111755	2/14/2012	FLORIDA PUBLIC SERVICE COMMISSION	Meeting	2/24/2012 Vol. 38/08	2/15/2012
11101085	2/14/2012	Florida Public Service Commission	Meeting	2/24/2012 Vol. 38/08	2/15/2012

Notices Confirmed by ACW

ID	Rule No./ Organization	Rule Title	Section	Issue	Date
None					

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