

Notice of Development of Rulemaking

**PUBLIC SERVICE COMMISSION**

RULE NO.: RULE TITLE:

25-6.021: Records of Complaints

25-6.094: Complaints and Service Requests

PURPOSE AND EFFECT: To amend the rules to update and clarify electric public utilities' requirements for responding to and keeping records of customer complaints

Undocketed

SUBJECT AREA TO BE ADDRESSED: Electric public utilities' requirements for responding to and keeping record of customer complaints

RULEMAKING AUTHORITY: 366.05(1) F.S.

LAW IMPLEMENTED: 366.03, 366.05(1) F.S.

A RULE DEVELOPMENT WORKSHOP WILL BE HELD AT THE DATE, TIME AND PLACE SHOWN BELOW:

DATE AND TIME: February 28, 2017, at 9:30 a.m.

PLACE: Betty Easley Conference Center, Room 148, 4075 Esplanade Way, Tallahassee, FL 32399-0850. One or more Commissioners may be in attendance and participate in the workshop.

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this workshop/meeting is asked to advise the agency at least 5 days before the workshop/meeting by contacting: the Office of Commission Clerk at 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. If you are hearing or speech impaired, please contact the agency using the Florida Relay Service, 1(800)955-8771 (TDD) or 1(800)955-8770 (Voice).

THE PERSON TO BE CONTACTED REGARDING THE PROPOSED RULE DEVELOPMENT AND A COPY OF THE PRELIMINARY DRAFT, IF AVAILABLE, IS: Kathryn G.W. Cowdery, Florida Public Service Commission, Office of the General Counsel, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850, (850) 413-6216, [kcowdery@psc.state.fl.us](mailto:kcowdery@psc.state.fl.us). The agenda for the workshop and a copy of the preliminary draft of the proposed rule amendments will be available on the Commission's website, [www.floridapsc.com](http://www.floridapsc.com), on February 21, 2017.

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

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## Notices Submitted to/Confirmed by Administrative Code & Register Staff

[Notices Confirmed by ACR](#)

### Notices Submitted to ACR

ID	Rule No./ Organization	Rule Title	Section	Issue	Date
<a href="#">18575129</a>	25-7.020,...	Record of Complaints, Complaints - Service Requests	Rule	2/7/2017 Vol. 43/25	2/6/2017
<input checked="" type="checkbox"/> <a href="#">18574644</a>	25-6.021,...	Records of Complaints, Complaints and Service Requests	Rule	2/7/2017 Vol. 43/25	2/6/2017

### Notices Confirmed by ACR

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

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