

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

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In the Matter of:

DOCKET NO. 20170222-WS

PROPOSED AMENDMENT OF RULES
25-30.130, RECORD OF COMPLAINTS,
AND 25-30.355, COMPLAINTS, F.A.C.

PROCEEDINGS: COMMISSION CONFERENCE AGENDA
ITEM NO. 2

COMMISSIONERS
PARTICIPATING: CHAIRMAN ART GRAHAM
COMMISSIONER JULIE I. BROWN
COMMISSIONER DONALD J. POLMANN
COMMISSIONER GARY F. CLARK
COMMISSIONER ANDREW G. FAY

DATE: Friday, April 20, 2018

PLACE: Betty Easley Conference Center
Room 148
4075 Esplanade Way
Tallahassee, Florida

REPORTED BY: DEBRA R. KRICK
Court Reporter and
Notary Public in and for
the State of Florida at Large

PREMIER REPORTING
114 W. 5TH AVENUE
TALLAHASSEE, FLORIDA
(850) 894-0828

1 P R O C E E D I N G S

2 CHAIRMAN GRAHAM: Okay, we are going to go
3 through Items No. 2, 3, 4, 5, 6. We are going to
4 skip over 7, 8 and 9, and then do 10, 11, 12, skip
5 over 13, 14, 15 and 16.

6 Staff, if you can tee up No. 2 for us.

7 MS. COWDERY: Good morning, Commissioners. I
8 am Kathryn Cowdery, with the Office of General
9 Counsel.

10 Item 2 is the proposed amendment of two Water
11 and Wastewater Utility Rules, the Record of
12 Complaints Rule and the Complaint Rule. This item
13 was deferred from the February 6th Agenda
14 Conference at the Commission's request so that
15 additional suggested revisions to the Draft
16 Complaints Rule could be discussed at a staff rule
17 development workshop.

18 The revisions made to 25-30.355, the
19 Complaints Rule, as a result of the discussion at
20 the workshop are to require utilities to
21 acknowledge complaints within three business days
22 of their receipt to require a utility to specify in
23 its acknowledgment whether any additional action
24 will be taken on the issue or issues raised by the
25 customer, and to state that the rule -- that the

1 rule state that examples of emergency shall include
2 reports of water or wastewater main breaks or
3 conditions caused by utility owned facilities where
4 property damage or personal injury is reasonably
5 foreseeable.

6 Staff recommends that the rule be amended as
7 set forth in Attachment A, and that the Commission
8 certify these amended rules as minor violation
9 rules, which is how they are currently defined.

10 Staff is available for any questions.

11 CHAIRMAN GRAHAM: Commissioners, any questions
12 of staff?

13 Commissioner Polmann.

14 COMMISSIONER POLMANN: Thank you, Mr.
15 Chairman.

16 I reviewed this work with staff, and had a
17 number of comments on this. I am quite satisfied
18 with the way this turned out, and I would -- I
19 would like to see if other commissioners have any
20 comments on this. But I would support this as we
21 worked through it over the past couple of meetings.

22 CHAIRMAN GRAHAM: Okay. Commissioner Brown.

23 COMMISSIONER BROWN: Second.

24 COMMISSIONER POLMANN: Well, let me -- let me
25 move -- let me move approval.

1 CHAIRMAN GRAHAM: It's been moved and seconded
2 staff recommendation on Item No. 2. Any further
3 discussion?

4 Seeing none, all in favor say aye.

5 (Chorus of ayes.)

6 CHAIRMAN GRAHAM: Any opposed?

7 (No response.)

8 CHAIRMAN GRAHAM: By your action, you have
9 approved Item No. 2.

10 Thank you, staff.

11 (Agenda item concluded.)

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CERTIFICATE OF REPORTER

STATE OF FLORIDA)
COUNTY OF LEON)

I, DEBRA KRICK, Court Reporter, do hereby
certify that the foregoing proceeding was heard at the
time and place herein stated.

IT IS FURTHER CERTIFIED that I
stenographically reported the said proceedings; that the
same has been transcribed under my direct supervision;
and that this transcript constitutes a true
transcription of my notes of said proceedings.

I FURTHER CERTIFY that I am not a relative,
employee, attorney or counsel of any of the parties, nor
am I a relative or employee of any of the parties'
attorney or counsel connected with the action, nor am I
financially interested in the action.

DATED this 1st day of May, 2018.



DEBRA R. KRICK
NOTARY PUBLIC
COMMISSION #GG015952
EXPIRES JULY 27, 2020