

FLORIDA PUBLIC SERVICE COMMISSION

UNDOCKETED

RULE NO.	TITLE
25-4.111	Customer Complaints and Service Requests
25-6.094	Complaints and Service Requests
25-7.080	Complaints - Service Requests
25-22.032	Customer Complaints
25-30.355	Complaints

PROPOSED RULES RELATING TO COMPLAINT PROCEDURES FOR THE ELECTRIC, GAS, TELECOMMUNICATIONS, AND WATER AND WASTEWATER INDUSTRIES

PURPOSE AND EFFECT: To review and reduce the procedural time and administration of complaint investigations and the complaint resolution process, including formal and informal complaint procedures.

SUBJECT AREA TO BE ADDRESSED: Procedures for complaints for industries regulated by the Commission or over which the Commission has jurisdiction.

SPECIFIC AUTHORITY: 350.127(2), 366.05(1), 120.53(1), and 367.121, FS.

LAW IMPLEMENTED: 364.03, 364.19, 366.03, 366.04(2)(d),

120.53(1), 120.57, 120.59(4), and 367.121, FS.

A RULE DEVELOPMENT WORKSHOP WILL BE HELD AT THE TIME AND DATE

PLACE SHOWN BELOW:

TIME AND DATE: 10:00 AM, July 31, 1998

PLACE: Room 152, Betty Easley Conference Center, 4075 Esplanade Way, Tallahassee, Florida

THE PERSON TO BE CONTACTED REGARDING THE PROPOSED RULE DEVELOPMENT

- ACK \_\_\_\_\_
- AFA \_\_\_\_\_
- APP \_\_\_\_\_
- CAF \_\_\_\_\_
- CMU \_\_\_\_\_
- CTR \_\_\_\_\_
- EAG \_\_\_\_\_
- LEG \_\_\_\_\_
- LIN \_\_\_\_\_
- OPC \_\_\_\_\_
- RCH \_\_\_\_\_
- SEC   I
- WAS \_\_\_\_\_
- OT - \_\_\_\_\_

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 FPSC-RECORDS/REPORTING

IS: Diana Caldwell, Division of Appeals, Florida Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0862.

Any person requiring some accommodation at this workshop because of a physical impairment should call the Division of Records and Reporting at (850) 413-6770 at least five calendar days prior to the hearing. Any person who is hearing or speech impaired should contact the Florida Public Service Commission by using the Florida Relay Service, which can be reached at: 1-800-955-8771 (TDD).

THE PRELIMINARY TEXT OF THE PROPOSED RULE DEVELOPMENT IS: No text is available at this time.