

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO: UNDOCKETED

IN RE: RULE DEVELOPMENT FOR PROPOSED AMENDMENT OF
RULE 25-22.032, F.A.C., CUSTOMER COMPLAINTS

NOTICE OF PROPOSED RULE DEVELOPMENT

TO

ALL INTERESTED PERSONS

ISSUED: April 30, 2003

NOTICE is hereby given pursuant to Section 120.54, Florida Statutes, that the Florida Public Service Commission staff has initiated the development of Rule 25-22.032, Florida Administrative Code, to amend provisions relating to the Commission's customer complaint process.

The attached Notice of Proposed Rule Development will appear in the May 9, 2003, edition of the Florida Administrative Weekly. A rule development workshop will be held at the following time and place:

Florida Public Service Commission
9:00 a.m., Thursday, May 29, 2003
Betty Easley Conference Center
Room 152, 4075 Esplanade Way
Tallahassee, Florida
Call-In Number: (850) 921-6433

Any person requiring some accommodation at this workshop because of a physical impairment should call the Division of the Commission Clerk and Administrative Services at (850) 413-6770 at least 48 hours prior to the hearing. Any person who is hearing or speech impaired should contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at: 1-800-955-8771 (TDD).

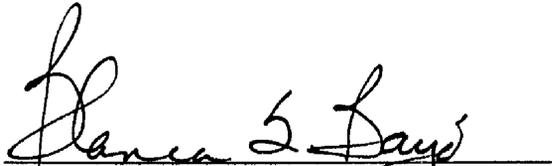
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By Direction of the Florida Public Service Commission, this
30th day of April, 2003.

A handwritten signature in cursive script, reading "Blanca S. Bayó", written over a horizontal line.

BLANCA S. BAYÓ, Director
Division of the Commission Clerk
and Administrative Services

(S E A L)

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FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO: Undocketed

RULE TITLE: RULE NO.:

Customer Complaints 25-22.032

PURPOSE AND EFFECT: To create a Commission staff complaint review panel to ensure that informal conferences are being offered only to deal with jurisdictional issues; to put utilities in more direct contact with their customers to resolve consumer complaints; to ensure that customers are not disconnected from their service during the complaint review process; to reflect the implementation of the e-mail transfer pilot program; to specify that utilities may have a single Commission consumer complaint liaison for handling complaints; to clarify the response times for additional requested information from the Commission; and to allow utilities to file requests for extensions of time for complaint responses and reports in extenuating circumstances.

SUBJECT AREA TO BE ADDRESSED: Customer Complaints

SPECIFIC AUTHORITY: 350.127(2), 364.19, 364.0252, 366.05, 367.121,
F.S.

LAW IMPLEMENTED: 364.01, 364.0252, 364.03(1), 364.183, 364.185,

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364.15, 364.19, 364.337(5), 366.03, 366.04, 366.05, 367.011,
367.111, 367.121, 120.54, 120.569, 120.57, 120.573, F.S.

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

TIME AND DATE: 9:00 a.m., Thursday, May 29, 2003.

PLACE: Betty Easley Conference Center, Room 152, 4075 Esplanade
Way, Tallahassee, Florida; Call-In No: (850) 921-6433.

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Commission by using the Florida Relay Service, which can be reached
at: 1-800-955-8771 (TDD).

THE PERSON TO BE CONTACTED REGARDING THE PROPOSED RULE DEVELOPMENT
IS: Richard Tudor, Office of Public Information, Florida Public
Service Commission, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-
0862, (850) 413-6526.

THE PRELIMINARY TEXT OF THE PROPOSED RULE DEVELOPMENT IS AVAILABLE
AT [HTTP://WWW.FLORIDAPSC.COM/COMPLAINTRULE/INDEX.CFM](http://www.floridapsc.com/complaintrule/index.cfm) OR AT NO
CHARGE FROM THE CONTACT PERSON LISTED ABOVE.