

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO. 150160-GU

PETITION FOR APPROVAL OF
TARIFF REVISIONS TO IMPLEMENT
CUSTOMER RELATIONSHIP
MANAGEMENT (CRM) PROJECT, BY
PEOPLES GAS SYSTEM.

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PROCEEDINGS: COMMISSION CONFERENCE AGENDA
ITEM NO. 9

COMMISSIONERS
PARTICIPATING: CHAIRMAN ART GRAHAM
COMMISSIONER LISA POLAK EDGAR
COMMISSIONER RONALD A. BRISÉ
COMMISSIONER JULIE I. BROWN
COMMISSIONER JIMMY PATRONIS

DATE: Tuesday, September 15, 2015

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

REPORTED BY: LINDA BOLES, CRR, RPR
Official FPSC Reporter
(850) 413-6734

P R O C E E D I N G S

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2 **CHAIRMAN GRAHAM:** Item No. 9.

3 **MS. OLLILA:** Item No. 9 is a petition from
4 Peoples Gas System requesting approval of certain tariff
5 provisions to be effective with the company's transition
6 to its new customer relationship management system
7 expected to occur in July of next year. Staff is
8 available for questions.

9 **CHAIRMAN GRAHAM:** Commissioners, questions of
10 staff on Item No. 9?

11 **COMMISSIONER BROWN:** Move staff
12 recommendation.

13 **COMMISSIONER PATRONIS:** Second.

14 **CHAIRMAN GRAHAM:** It's been moved and
15 seconded, staff recommendation. Any further discussion?
16 Seeing none, all in favor, say aye.

17 (Vote taken.)

18 Any opposed? By your action, you've approved
19 the staff rec on Item No. 9.

20 (Agenda item concluded.)
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1 STATE OF FLORIDA)
2 : CERTIFICATE OF REPORTER
3 COUNTY OF LEON)

4 I, LINDA BOLES, CRR, RPR, Official Commission
5 Reporter, do hereby certify that the foregoing
6 proceeding was heard at the time and place herein
7 stated.

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

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

18 DATED THIS 21st day of September, 2015.

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LINDA BOLES, CRR, RPR
FPSC Official Hearings Reporter
(850) 413-6734