

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Proposed amendment of  
Rules 25-30.130, Record of Complaints,  
and 25-30.355, Complaints, F.A.C.

DOCKET NO. 20170222-WS  
ORDER NO. PSC-2018-0281-FOF-WS  
ISSUED: June 1, 2018

The following Commissioners participated in the disposition of this matter:

ART GRAHAM, Chairman  
JULIE I. BROWN  
DONALD J. POLMANN  
GARY F. CLARK  
ANDREW GILES FAY

NOTICE OF ADOPTION OF RULE

BY THE COMMISSION:

NOTICE is hereby given that the Florida Public Service Commission, pursuant to Section 120.54, Florida Statutes, has adopted without changes Rules 25-30.130, and 25-30.355, Florida Administrative Code.

The rules were filed with the Department of State on June 1, 2018, and will be effective on June 21, 2018. A copy of the rules as filed with the Department is attached to this Notice.

This docket is closed upon issuance of this Notice.

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By ORDER of the Florida Public Service Commission this 1st day of June, 2018.



HONG WANG

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Copies furnished: A copy of this document is provided to the parties of record at the time of issuance and, if applicable, interested persons.

KGWC

**25-30.130 Record of Complaints.**

(1) Each utility shall maintain a record of all complaints ~~each signed, written complaint~~ received by the utility ~~from any of that utility's customers.~~

~~(2) Each~~ ~~The~~ record shall show ~~include~~ the name and address of the complainant; the nature of the complaint; the date received; the result of any ~~the~~ investigation; the disposition of the complaint; and the date of ~~the~~ disposition ~~of the complaint.~~ The word "complaint" as used in this rule is defined in subsection 25-30.355(2), F.A.C.

(2) Notwithstanding the requirements of paragraph 25-30.110(1)(a), F.A.C., utilities shall maintain a record of each complaint for a minimum of five years from the date of receipt and shall provide a copy of records of complaints to the Commission upon Commission staff's request. Documentation relating to customer complaints processed under Rule 25-22.032, F.A.C., shall be retained as set forth in paragraph 25-22.032(10)(a), F.A.C.

*Rulemaking Authority 350.127(2), 367.0812(5), 367.121(1) FS. Law Implemented 367.0812(1), 367.111, 367.121(1) FS. History—New 9-12-74, Formerly 25-10.30, 25-10.030, Amended 11-10-86, \_\_\_\_\_.*

**25-30.355 Complaints.**

(1) A utility shall give a customer verbal or written acknowledgement of the utility's receipt of the customer's complaint no later than three business days after it receives the complaint. The utility shall specify in its acknowledgement whether any additional action will be taken on the issue(s) raised by the customer. A utility shall investigate the complaint and give the customer a verbal or written response no later than 15 days after it receives the complaint. ~~make a full and prompt acknowledgement and investigation of all customer complaints and shall respond fully and promptly to all customer requests.~~

(2) ~~For the purpose of this rule~~ ~~The~~ word "complaint" as used in this rule means ~~shall mean~~ an objection made to the utility by ~~a~~ ~~the~~ customer by telephone call, by e-mail, by letter, or on the utility's website form as to the utility's charges, facilities or service; that ~~where the disposal of the complaint~~ requires action by ~~on the part of~~ the utility.

(3) Each utility shall have a procedure for receiving and responding to emergency calls 24 hours a day. Examples of emergencies shall include reports of water or wastewater main breaks or conditions caused by utility-owned facilities where property damage or personal injury is reasonably foreseeable. Replies to inquiries by the

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~~Commission's staff shall be furnished within fifteen (15) days from the date of the inquiry and shall be in writing, if requested.~~

*Rulemaking Authority 350.127(2), 367.0812(5), 367.121(1) FS. Law Implemented 367.0812(1), 367.111, 367.121(1)*

*FS. History—New 9-12-74, Formerly 25-10.70, 25-10.070, Amended 11-10-86, \_\_\_\_\_.*