

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

NOTICE OF DEVELOPMENT OF RULEMAKING

TO

ALL INTERESTED PERSONS

UNDOCKETED

IN RE: PROPOSED AMENDMENT OF RULES 25-30.130 AND 25-30.355,
FLORIDA ADMINISTRATIVE CODE

ISSUED: February 13, 2017

NOTICE is hereby given pursuant to Section 120.54, Florida Statutes, that the Florida Public Service Commission staff has initiated rulemaking to amend Rules 25-30.130 and 25-30.355, Florida Administrative Code, to update and clarify customer complaint recordkeeping and response requirements for water and wastewater utilities and to delete requirements that are obsolete and duplicative of other rule requirements.

The attached Notice of Development of Rulemaking appeared in the February 8, 2017 edition of the Florida Administrative Register.

A staff rule development workshop will be held at the following time and place:

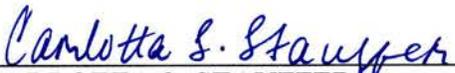
February 28, 2017, 1:30 p.m.
Betty Easley Conference Center, Room 148
4075 Esplanade Way
Tallahassee, FL 32399-0850

The draft rules and the agenda for the workshop are attached. One or more Commissioners may be in attendance and participate in the workshop. The person to be contacted regarding the rule development is Kathryn G.W. Cowdery, Office of the General Counsel, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, (850) 413-6216, kcowdery@psc.state.fl.us

In accordance with the Americans with Disabilities Act, persons requiring a special accommodation to participate at this workshop should contact the Office of Commission Clerk no later than five days prior to the workshop at 2540 Shumard Oak Boulevard., Tallahassee, Florida 32399-0850, via 1-800-955-8770 (Voice) or 1-800-955-8771 (TDD), Florida Relay Service.

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By DIRECTION of the Florida Public Service Commission this 13th day of February,
2017.



CARLOTTA S. STAUFFER
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
(850) 413-6770
www.floridapsc.com

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

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Notice of Development of Rulemaking

PUBLIC SERVICE COMMISSION

RULE NOS.: RULE TITLES:

25-30.130 Record of Complaints

25-30.355 Complaints

PURPOSE AND EFFECT: To amend the rules to update water and wastewater utilities' customer complaint recordkeeping requirements and requirements for responding to customer complaints
Undocketed.

SUBJECT AREA TO BE ADDRESSED: Water and wastewater utilities' requirements for responding to and keeping record of customer complaints.

RULEMAKING AUTHORITY: 350.127(2), 367.121 FS.

LAW IMPLEMENTED: 367.121 FS.

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

DATE AND TIME: February 28, 2017, 1:30 p.m.

PLACE: Betty Easley Conference Center, Room 148, 4075 Esplanade Way, Tallahassee, FL 32399-0850.

One or more Commissioners may be in attendance and participate in the workshop.

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this workshop/meeting is asked to advise the agency at least 5 days before the workshop/meeting by contacting: the Office of Commission Clerk at 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. If you are hearing or speech impaired, please contact the agency using the Florida Relay Service, 1(800)955-8771 (TDD) or 1(800)955-8770 (Voice).

THE PERSON TO BE CONTACTED REGARDING THE PROPOSED RULE DEVELOPMENT AND A COPY OF THE PRELIMINARY DRAFT, IF AVAILABLE, IS: Kathryn G.W. Cowdery, Florida Public Service Commission, Office of the General Counsel, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850, (850)413-6216, kcowdery@psc.state.fl.us. The agenda for the workshop and a copy of the preliminary draft of the proposed rule amendments will be available on the Commission's website, www.floridapsc.com, on February 21, 2017.

THE PRELIMINARY TEXT OF THE PROPOSED RULE DEVELOPMENT IS AVAILABLE AT NO CHARGE FROM THE CONTACT PERSON LISTED ABOVE.

FLORIDA PUBLIC SERVICE COMMISSION

AGENDA

STAFF WORKSHOP

IN RE: PROPOSED AMENDMENT OF RULES 25-30.130 and 25-30.355,
FLORIDA ADMINISTRATIVE CODE

February 28, 2017 at 1:30 p.m.
Betty Easley Conference Center, Room 148
4075 Esplanade Way
Tallahassee, Florida 32399-0850

1. Staff overview of draft rule amendments
2. Comments and alternative suggestions from interested persons
3. Discussion of suggested changes and timeframes for next steps
4. Adjournment

1 **25-30.130 Record of Complaints.**
2 (1) Each utility shall keep ~~maintain~~ a record of all complaints ~~each signed, written~~
3 ~~complaint~~ received by the utility from any of that utility's customers. The word "complaint" as
4 used in this rule is defined in subsection 25-30.355(2), F.A.C.
5 ~~(2)~~ The record shall show ~~include~~ the name and address of the complainant; the nature of
6 the complaint; the date received; the result of any ~~the~~ investigation; how ~~the disposition of~~
7 the complaint was resolved; and the date of resolution ~~the disposition of the complaint~~.
8 (2) Each utility shall maintain the record of complaints for a minimum of five years and
9 shall provide it to the Commission upon Commission staff's request. Documentation relating
10 to customer complaints processed under Rule 25-22.032, F.A.C., shall be retained as set forth
11 in paragraph 25-22.032(10)(a), F.A.C.
12 *Rulemaking Authority 350.127(2), 367.121(1) FS. Law Implemented 367.111, 367.121(1) FS.*
13 *History—New 9-12-74, Formerly 25-10.30, 25-10.030, Amended 11-10-86, _____.*
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CODING: Words underlined are additions; words in ~~struck through~~ type are deletions from existing law.

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25-30.355 Complaints.

~~(1) A utility shall 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 Tthe word “complaint” means used in this rule shall mean an objection made to the utility by a the customer as to its the utility’s charges, facilities, or service, the resolution of which where the disposal of the complaint requires action by on the part of the utility.~~

(2) No later than the next working day after the date the utility receives a customer complaint, the utility shall inform the customer that the utility has received the customer’s complaint. Within 15 working days of the utility’s receipt of the complaint, the utility shall investigate the complaint and give the customer a verbal or written response.

~~(3) Replies to inquiries by the Commission’s staff shall be furnished within fifteen (15) days from the date of the inquiry and shall be in writing, if requested. Each utility shall have a procedure for receiving and promptly responding to emergency calls 24 hours a day. Reports of water or wastewater main breaks or conditions caused by utility-owned facilities wherein property damage or personal injury is reasonably foreseeable shall be considered emergencies.~~

Rulemaking Authority 350.127(2), 367.121(1) FS. Law Implemented 367.111, 367.121(1) FS. History–New 9-12-74, Formerly 25-10.70, 25-10.070, Amended 11-10-86, _____.