Section 1 -	- Divis	ion of	Reco	ords a	and Repor	- Ig (RA	R) Comp	letes											
Docket No.	99165	<u>1-PU</u>		Date	Docketed	: 10/27	/1999	Title:	Revis	ion of	Rule	25-2	22.032	F.A.	C., Cı	ustome	r Comp	olaints	S .
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PSC/RAR-15 (Rev. 1/98)

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Docket No. 991	1651-PU	Date [Docketed	: 10/2	7/1999	Title:	Revis	ion of	Rule 25	5-22.03	32, F.	A.C.,	Custo	mer Com	plaint	S.	
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Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case. Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Date: 11/05/1999

Section 1 - Division of Records and Reporting (RAR) Completes

Docket No. 993	1651-PU		Date	Docketed	: 10/2	7/1999	Title:	Revis	sion of	Rule 25	-22.032	2, F.A.C	C., Custo	omer Complair	ts.
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PSC/RAR-15 (Rev. 1/98)

Case Scheduling/Rescheduling Advice

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Page 1 of 1

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Docket No.	99165	51-PU	Date	e Docl	keted:	10/27	7/1999	Title:	Revis	ion of	Rule	25-	22.03	2, F.	A.C.,	Cust	omer C	omplaint	S.	
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Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.
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Approved:	gfm		_
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Section 1 - Division of Records and Reporting (RAR) Completes

Docket No. 993	1651-PU		Date D	ocketed	: 10/2	7/1999	Title:	Revis	sion of	Rule 25	-22.03	2, F.A.(C., Custo	omer Comp	laint	S.	
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PSC/RAR-15 (Rev. 2/00)

* COMPLETED EVENTS

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Florida Cable Telecommunications Association

Steve Wilkerson, President

VIA FACSIMILE

November 2, 1999

Ms. Blanca S. Bayo, Director Division of Records and Reporting Florida Public Service Commission 2540 Shumard Oak Boulevard Tallahassee, FL 32399-0850

991651

RE: Revision of Rule 25-22.032, F.A.C., Customer Complaints

Dear Ms. Bayo:

I am writing to request that the Florida Cable Telecommunications Association, Inc. ("FCTA") be placed on the mailing list of persons interested in monitoring the above-referenced rule. Please send all mailings to the following:

Michael A. Gross
Vice President, Regulatory Affairs & Regulatory Counsel
Florida Cable Telecommunications Association, Inc.
310 North Monroe Street
Tallahassee, FL 32301
850/681-1990 Tel.
850/681-9676 Fax
E-Mail Address: mgross@fcta.com.

Thank you for your assistance in this matter. Please contact me with any questions.

Sincerely,

Michael A Gross

Vice President, Regulatory Affairs

& Regulatory Counsel

MAG:mj

Done 11/03/99

17447-00

M E M O R A N D U M

RECEIVED - FPSC

January 4, 2000

00 JAN -5 PM 3: 13

TO:	DI	VISION	OF	RECORDS	&	REPORTING
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RECORDS AND

FROM:

MARTHA C. BROWN, ASSOCIATE GENERAL COUNSEL MCB

RE

DOCKET NO. 991651-PU - PROPOSED AMENDMENT OF RULE 25-

22.032, F.A.C., CUSTOMER COMPLAINTS

Attached please find a Notice of Workshop for distribution by your office.

Industry distribution is:

X	E1	e	C	t	r	i	C	(E	Ι)

__ Electric (EM) Electric (EC)

X Gas (GU)

Gas (GS)

Gas Pipeline (GP)

Telephone (T.L.)

Telephone (TI)

Telephone (TC)

Telephone (TS) Telephone (TX)

Telephone Alternate Access Vendors (TA)

Water and Wastewater (WAW)

This document has the following priority:

_ Must be issued today.

Must be issued within 48 hours.

Must be issued within 5 working days.

NOW22032.MCB Attachment

cc: File

W. Terrell

Po 1,213

self mailers 2173

notice of workshop list for W,S, E+6,T

MEMORANDUM

January 2/5, 2000

RECEIVED-FPSC

00 JAN 26 PM 1: 14

RECORDS AND REPORTING

TO:

DIVISION OF RECORDS AND REPORTING

FROM:

DIVISION OF APPEALS (BROWN) MCB

RE:

DOCKET NO. 991651-PU - REVISION OF RULE 25-22.032,

F.A.C., CUSTOMER COMPLAINTS

0198-PCD

Attached is an ORDER AUTHORIZING QUALIFIED REPRESENTATIVE STATUS, to be issued in the above-referenced docket.

(Number of pages in order - 2)

MB/dr

Attachment

cc: Division of Auditing and Financial Analysis (Hewitt)
Division of Consumer Affairs (Johnson)

I:\991651A.ALC

MUSTGOTODAY

1 faxed to . Bs. 1- N. White.

MEMORANDUM

RECEIVED-EPSC

00 FEB 11 PM 1:35

February 11, 2000

RECORDS AND REPORTING

TO:

DIVISION OF RECORDS AND REPORTING

FROM:

DIVISION OF APPEALS (BROWN)

RE:

DOCKET NO. 991651-PU - REVISION OF RULE 25-22.032,

F.A.C., CUSTOMER COMPLAINTS

0289-PCU

ed docke Attached is an ORDER AUTHORIZING QUALIFIED REPRESENTATIVE STATUS, to be issued in the above-referenced docket.

(Number of pages in order - 2)

MB/dr

Attachment

Division of Auditing and Financial Analysis (Hewitt)

Division of Consumer Affairs (Johnson)

I:\991651B.ALC

BellSouth . Yo

RUDEN McCLosky SMITH SCHUSTER & RUSSELL, P.A.

ATTORNEYS AT LAW

215 SOUTH MONROE STREET TALLAHASSEE, FLORIDA 32301

TELEPHONE: (\$50) 681-9027 FAX: (850) 224-2032

E-MAIL: LOV@RUDEN.COM

MEMORANDUM

TO:

Division of Records and Reporting

VIA FAX 413-7D18

FROM:

Leslie Veal

RE:

Docket No. 991651-PU

Revision of Rule 25-22.032, F.A.C., Customer Complaints

ID:

DATE:

March 15, 2000

Kathryn G.W. Cowdery wold like to be added as an interested person to the above docket. Kathryn's mailing address and other pertinent information is as follows:

> Kathryn G.W. Cowdery Ruden, McClosky, Smith, Schuster & Russell, P.A. 215 S. Monroe Street, Suite 815 Tallahassee, FL 32301

Phone: 681-9027 Fax: 224-2032

E-mail: KGC@RUDEN.COM

Thank you for your assistance. I hope all of you are doing well.

Sone 3/16/00

LDV

TAL:18618:1

MEMORANDUM

RECEIVED FPSC

00 APR -3 AMII: 02

March 21, 2000

RECORDS AND REPORTING

TO:

DIVISION OF RECORDS AND REPORTING

FROM.

DIVISION OF APPEALS (BROWN) NCB

RE:

DOCKET NO. 991651-PU - REVISION OF RULE 25-22.032,

F.A.C., CUSTOMER COMPLAINTS

15625-PCO

Attached is an ORDER AUTHORIZING QUALIFIED REPRESENTATIVE STATUS, to be issued in the above-referenced docket.

(Number of pages in order - 2)

MUST GO TODAY

MB/lw

Attachment

cc: Division of Auditing and Financial Analysis (Hewitt)

Division of Consumer Affairs (Johnson)

I:\991651C.ALC

2. Brownt.

Hong Wang

From:

Kay Flynn

Sent:

Friday, April 07, 2000 8:52 AM Martha Brown

To: Cc: Hong Wang

Subject:

RE: 991651

Thanks. We'll add those not already on the list.

----Original Message----

From: Martha Brown

Sent: Friday, April 07, 2000 8:43 AM

To: Kay Flynn

Subject: RE; 991651

No, Kay, everybody should be on it.

----Original Message----From: Kay Flynn

Sent: Friday, April 07, 2000 8:29 AM

To: Martha Brown Subject: 991651

Martha, when this docket was opened, we added investor-owned electric and gas companies, but not the other companies we regulate. Is this right--that the others shouldn't be on the mailing list?

Kay

MEMORANDU MRECEIVED-FPSC

April 27, 2000 00 APR 27 AM 10: 45

TO : DIVISION OF RECORDS & REPORTING RECORDS AND REPORTING MARTHA CARTER BROWN, ASSOCIATE GENERAL COUNSEL MCB FROM: DOCKET NO. 991651-PU - REVISION OF RULE 25-22.032, RE F.A.C., CUSTOMER COMPLAINTS 0831-NOR Attached please find a Notice of Rulemaking for distribution by your office. Industry distribution is: DODIN MULLER \underline{x} Electric (EI) _____Electric (EM) ____ Electric (EC) \underline{x} Gas (GU) Gas (GS) Gas Pipeline (GP)

X Telephone (TL)

X Telephone (TC)

X Telephone (TS) \underline{x} Telephone (TX) x Telephone Alternate Access Vendors (TA) \underline{x} Water and Wastewater (WAW) This document has the following priority: _ Must be issued today. \underline{x} Must be issued within 48 hours. _____ Must be issued within 5 working days. NOR22032.MCB

Attachment cc: File

W. Terrell

LAW OFFICES

MESSER, CAPARELLO & SELF

A PROFESSIONAL ASSOCIATION

215 SOUTH MONROE STREET, SUITE 701 POST OFFICE BOX 1876

Tallahassee, Florida 32302-1876

TELEPHONE: (850) 222-0720

TELECOPIERS: (850) 224-4359; (850) 425-1942

INTERNET: www.lawfla.com

RECEIVED FPSC 100 MAY 18 AM 10: 42 RECOIDS AND RECOIDS AND

May 16, 2000

Ms. Blanca Bayó, Director Division of Records and Reporting Florida Public Service Commission 2540 Shumard Oak Blvd. Tallahassee, Florida 32399-0850

Re: Docket No.991651-PU - Revision of rule 25-22.032, F.A.C., Customer Complaints

Dear Ms. Bayó:

Please add this firm to the mailing list for Docket No. 991651-PU directing all orders and notices to the undersigned.

Thank you for your assistance in this matter.

Yours yery truly,

Floyd R./Self

FRS/amb

DAVE 5/19/100

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RECEIVED-FPSC

June 5, 2000

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REPORTING

TO

DIVISION OF RECORDS & REPORTING

- CB

FROM:

MARTHA C. BROWN, ASSOCIATE GENERAL COUNSEL MCB

RE

DOCKET NO. 991651-PU - REVISION OF RULE 25-22.032,

F.A.C., CUSTOMER COMPLAINTS

FOP - 1067

Attached please find a Notice of Adoption for distribution by your office.

Industry distribution is:

X	Electric (EI)
	Electric (EM)
	Electric (EC)
X	Gas (GU)
2	Gas (GS)
	Gas Pipeline (GP)
X	Telephone (TL)
X	Telephone (TI)
X	Telephone (TC)
X	Telephone (TS)
X	Telephone (TX)
X	Telephone Alternate Access Vendors (TA)
X	Water and Wastewater (WAW)

This document has the following priority:

Must be issued today.
X Must be issued within 48 hours.
Must be issued within 5 working days.

This docket will be closed upon issuance of the Notice.

NOA22032.MCB Attachment

cc: File

Sandy Moses (w/o attach.)

W. Terrell