Case Assignment and Scheduling Record

(RAR) Completes

Section 1 - Division of Records and Report

Docket No. <u>981104-EU</u> Date	Customer Service													
Company: All Electric Utilities					Custor	ner Serv	rice.					P 100 101.9		
Official Filing Date:														
Last Day to Suspend:	Exp	piration	1:	<del></del>										
Referred to: ("()" indicates OPR)	ADM	AFA	(APP)	CAF	CMU	EAG X	GCL	LEG	RAR	RRR X	WAW	04		
Section 2 - OPR Completes and ret	urns to R	RAR in 1	0 workda	lys.				<u>Tin</u>	ie Sche	<u>dule</u>				
Program/Module All(a)			WARNING	: THIS	SCHEDU	JLE IS A	N INTER	NAL PL	ANNING	DOCUMENT	<u>r.</u>			
Staff Assign	ments		FOR UPD	ENTATIVE DATES COL	VTACT	THE REC	ORDS SE	CTION:	(850)	413-6770	)	<b>1</b> 2000 - 102		
OPR Staff			Curren	nt CASR i		on leve	1					Due C		
-					0						Pr	evious	Curre	nt
			2											
Staff Counsel			3. —											
<u>OCRs</u> ( )			6.											
***************************************			8.											
			10.											
			12											
Harris (1) 10 10 10 10 10 10 10 10 10 10 10 10 10			13. —											
( )														
			17. —											
7. 1			19											
( )			22.											
***************************************			24.								_		· · · · · · · · · · · · · · · · · · ·	
( )			26.								_			
			27											
Pacammandad assignments for hoari	2		30.								_			
Recommended assignments for heari and/or deciding this case:	ng		32. —								_			
Full Commission Commiss Hearing Examiner Staff	ion Panel		34. —								_			
Date filed with RAR:			36. —											
9 1111 4 2021			38.						-					
Staff Counsel			40.											
Section 3 - Chairman Completes			Assignme	nts are	as fo	110Ws ·							NAMES OF TRANSPORT PROPERTY.	concensus of
- Hearing C	fficar(s)		nss (grille	ines are	43 10	TIOWS.		- Droh	earing	Officer		DOCUI	MENT	NO.
Commissioners	111001(3)	Hrg.	Staff	7					ssione		ADM	]		
ALL JN DS CL	GR JC	Exam.	Jean	,			JN	DS		GR JC	AUIT			
7,62 01 05 62	uit uc			-			314	03	CL	ar oc				
Where panels are assigned the sen	ior Commi	ssioner	is Pane	] ] Chairm	ian ·							1779	73	-00
the identical panel decides the c Where one Commissioner, a Hearing	ase.				eset.Ur		Appro	ved:						
assigned the full Commission deci	des the c	ase.	Jan Hell	13			Date:	_/_	1					
PSC/RAR-15 (Rev. 1/98)				* COMPL	ETED	EVENTS								

### Case Assignment and Scheduling Record

Section 1 - Division of Records and Repo. g (RAR) Completes

Docket No. 981104-EU

Date Docketed: 09/08/1998 Title: Proposed amendment of Rule 25-6.049, F.A.C., Measuring Customer Service.

Company: All Electric Utilities

Official Filing Last Day to Sus	Date: pend:	Expi	ration:	·	~								
Referred to: ("()" indicates	OPR)	ADM /	AFA (AF		CMU	EAG X	GCL	LEG	RAR	RRR X	WAW		
Section 2 - OPR	Completes and retu	irns to RAI	R in 10 w						e Sched				
Program/Module	All(a)		WA	RNING: TH	IS SCHED	ULE IS	AN INTE	RNAL PL	ANNING	DOCUMENT	<u>r.</u>		
	Staff Assignm		FC	IS TENTA R UPDATES urrent CAS	CONTACT	THE RE	CORDS S	VISION. ECTION:	(850)	413-6770	0	Due D	Dates_
OPR Staff	R Bellak				0						Prev	ious	Current
				1. FAW Not 2. Notice 3. Request	Publish.	ed					NON NON NON	E	10/20/1998 10/30/1998 11/09/1998
Staff Counsel	R Bellak			4. Rule Dr 5. SERC Du	raft						NON NON	E	11/16/1998 01/11/1999
OCRs (EAG)	R Goad, D Wheeler			6. Staff F 7. Agenda 8. FAW Not 9. Notice	Recommen - Regul lice Fil to JAPC	ar (Pro ed	posal)				NON NON NON	E E E	01/21/1999 02/02/1999 02/09/1999 02/09/1999
( )			$\begin{array}{c c} & & 1 \\ \hline & & 1 \\ 1 \end{array}$	0. Order M 1. FAW Not 2. Request 3. Revised 4.	ice Pub for He CASR D	lished aring/Co ue	omments	Due			NON	E	02/09/1999 02/19/1999 03/12/1999 03/22/1999
( )			$ \begin{vmatrix} 1\\1\\1\end{vmatrix}$	5 6 7 8			<u> </u>						
( )			2	0 1 2 3 4									
( ) .			2   2   2   2	5 5 7 9									
Recommended ass and/or deciding	ignments for hearin this case:	9	3	1. 2.							_		
Full Commission Hearing Examin	on Commissi ner Staff	on Panel	$\frac{3}{X}$	4 5.						-			
Date filed with	RAR: <u>09/17/1998</u>			5 7							1		
Initials: OPR Staft	f Counsel		3	3. 9. 0.									
Section 3 - Char	irman Completes		W-111	ignments a									

- Hearing Officer(s)

	Comm		Hrg.	Staff			
ALL	JN	DS	CL	GR	JC	Exam.	
							Х

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.

- Prehearing Officer

ADM		ners	ssion	Comm	
	JC	GR	CL	DS	JN
	У				

Approved:

Date: 09/17/1998

PSC/RAR-15 (Rev. 1/98)

\* COMPLETED EVENTS

To:		Commissioner Deason	х	Deputy Ex. Director/Technical	х	Electric & Gas Director
		Commissioner Clark	х	Appeals Director	х	Records & Reporting Director
		Commissioner Garcia	Х	Legal Director	х	Research Director
		Commissioner Jacobs	х	Auditing & Financial Analysis Director		Water & Wastewater Director
	Х	Executive Director		Communications Director	х	Court Reporter
	Х	Public Information Officer	X	Consumer Affairs Director	X	Staff Contact - R Bellak

From: Office of Chairman Julia L. Johnson

Docket No. 981104-EU

Title: Proposed amendment of Rule 25-6.049, F.A.C., Measuring Customer Service.

### 1. Schedule Information

Event	Former Date	New Date	Location	Time
Rule Development Workshop		12/17/1998	Tallahassee, 152	09:30-17:00

Remarks: Involves docket(s) 981104-EU

### 2. Hearing/Prehearing Assignment Information:

Former Assignments

	Co	ommis	ssione	ers		Hrg. Exam.	Staff		
ALL	JN	DS	CL	GR	JC				

### New or Changed Assignments

 $a \in \mathbb{R}_{p,m_1, \frac{1}{2}}, \mathbb{R}_{p} \cong \mathbb{R}_{p}$ 

	Co	Hrg. Exam.	Staff				
ALL	JN	DS	CL	GR	JC		
							X

Prehearing Officer

Hearing

Commissioners										
JN DS CL GR JC ADM										

Commissioners										
JN DS CL GR JC ADM										

Reason for Reassignment: 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified

Comments: Document ID is 98110401.CCS

To:		Commissioner Deason	Х	Deputy Ex. Director/Technical	х	Electric & Gas Director
		Commissioner Clark	х	Appeals Director	X	Records & Reporting Director
		Commissioner Johnson	х	Legal Director	- X	Research Director
		Commissioner Jacobs	х	Auditing & Financial Analysis Director		Water & Wastewater Director
	Х	Executive Director		Communications Director	х	Court Reporter
	Х	Public Information Officer	х	Consumer Affairs Director	Х	Staff Contact - R Bellak

From: Office of Chairman Joe Garcia

Docket No. 981104-EU

Title: Proposed amendment of Rule 25-6.049, F.A.C., Measuring Customer Service.

#### 1. Schedule Information

Event	Former Date	New Date	Location	Time
Staff Rule Hearing		03/15/1999	Tallahassee, 148	09:30-17:00
			on the Conference of the Confe	
			Entering the second	ion
				X.
				, 10 ~ 

Remarks: Involves docket(s) 981104

### 2. Hearing/Prehearing Assignment Information:

Former Assignments

	Co	mmis	ssione	rs		Hrg. Exam.	Staff
ALL	GR	DS	CL	JN	JC		

### New or Changed Assignments

	Co	mmis	sione	rs		Hrg. Exam.	Staff
ALL	GR	DS	CL	JN	JC		
			.47	æ* <i>+1</i> /			х

Prehearing Officer

Hearing

	(	Comm	issio	ners	
GR	DS	CL	JN	JC	ADM

GR	DS	CL	JN.	JC	ADM
----	----	----	-----	----	-----

Reason for Reassignment: 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified

Comments: Document ID is 98110402.CCS

To:		Commissioner Deason	Х	Deputy Ex. Director/Technical	X	Electric & Gas Director
		Commissioner Clark	X	Appeals Director	X	Records & Reporting Director
		Commissioner Johnson	X	Legal Director	х	Research Director
		Commissioner Jacobs	X	Auditing & Financial Analysis Director		Water & Wastewater Director
	х	Executive Director		Communications Director	X	Court Reporter
	Х	Public Information Officer	х	Consumer Affairs Director	х	Staff Contact - R Bellak
	THE PERSON NAMED IN	4	_			

From: Office of Chairman Joe Garcia

Docket No. 981104-EU

Title: Proposed amendment of Rule 25-6.049, F.A.C., Measuring Customer Service.

### 1. Schedule Information

03/15/1999	T-11-1 140	
	Tallahassee, 148	09:30-17:00
05/05/1999	Tallahassee, 152	09:30-17:00
-		
	2/	
	-	
	05/05/1999	05/05/1999 Tallahassee,152

Remarks: Involves docket(s) 981104-EU

### 2. Hearing/Prehearing Assignment Information:

Hearing

	Co	mmis	ssione	rs		Hrg. Exam.	Staff
ALL	GR	DS	CL	JN	JC	2 2 2 2 2 2	1.
							Х

Former Assignments

New or Changed Assignments

	Co	mmis	sione	rs		Hrg. Exam.	Staff
ALL	GR	DS	CL	JN	JC		

Prehearing Officer

	(	Comm	issio	ners		
GR	GR DS		JN	JC ADM		

		Com	nissio	ners	
GR	DS	CL	JN	JC	ADM

Reason for Reassignment: 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified

Comments: Document ID is 98110403.CCS

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

Docket No. 981104-EU

Date Docketed: 09/08/1998 Title: Proposed amendment of Rule 25-6.049, F.A.C., Measuring

Customer Service.

Company: All Electric Utilities

Official Filing Last Day to Susp		Ex	piratio	n: _									
Referred to: ("()" indicates	OPR)	ADM	AFA	(APP)	CAF	CMU	EAG X	GCL	LEG	RAR	PAI	WAW	
Section 2 - OPR	Completes and retu	irns to	RAR in	10 work	days.				Tim	e Schec	<u>lul e</u>		
Program/Module	A11(a)										DOCUMEN	T.	
	Staff Assignm	<u>ients</u>		FOR U	PDATES	CONTACT	THE RE ion lev	CORDS S			413-677		Dates
OPR Staff	M Helton					2						Previou	s Current
				2. /	Agenda	- Regul	r Recom ar Propos					NONE NONE NONE	08/19/1999 08/31/1999 09/20/1999
Staff Counsel	R Bellak			4.	Revised	CASR D	ue		1 11-1			NONE	09/27/1999
OCRs (EAG)	R Goad, D Wheeler			7.								_	
( )				10.									
	Kanada and Mariana			12.		<del></del>		***************************************				_	
( )				15.									
				18.									
( )				21.									-
				25.			<del></del>						-
( )				27.									
	ignments for hearin	g		30.									
and/or deciding	on Commissi	on Pane	ι	33.									
Hearing Examin	ner Staff  RAR: <u>07/09/1999</u>		<u>X</u>	36.								_	
Initials: OPR Staft	f Counsel	2 2 2 1		39.									

Section 3 - Chairman Completes

Assignments are as follows:

#### - Hearing Officer(s)

	Comm	issio	ners			Hrg. Exam.	Staf
LL	GR	DS	CL	JN	JC	Exam.	
							Х

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.

- Prehearing Officer

	Comm	issio	ners		ADM
GR	DS	CL	JN	JC	
				х	

Date: 07/09/1999

#### Section 1 - Division of Records and Repc. ... (RAR) Completes

Docket No. 981104-EU

Date Docketed: 09/08/1998 Title: Proposed amendment of Rule 25-6.049, F.A.C., Measuring

Customer Service.

Company: All Electric Utilities

Official Filing Last Day to Sus		Ex	piratio	on: _	<del></del>	٠,							
Referred to: ("()" indicates	OPR)	ADM	AFA	(APP)	CAF	CMU	EAG X	GCL	LEG	RAR	PAI	WAW	
Section 2 - OPR	Completes an	d returns to	RAR in	10 work	days.				<u>Tim</u>	e Sched	<u>lule</u>		
Program/Module	A11(a)						ULE IS				DOCUMEN	<u>T.</u>	
	Staff A	ssignments		FOR U	PDATES	CONTACT		CORDS S			413-677		ue Dates
OPR Staff	1					3	7					Previo	ous Current
				2.	Order N	oticing	ar Adopti	on of R	ule			NONE NONE	10/05/1999 10/25/1999
Staff Counsel	R Bellak			4.								NONE	10/29/1999
OCRs (EAG)		eeler		6.								_	
( )				9. 10. 11.									
				13.	<u> </u>							_	
( )				16.								_	
( )				19.			No.					_	
				23.									
( )				25. 26. 27.									
				30.									
Recommended ass and/or deciding	(1) <del>(20</del> ) (1) (1) (1) (1) (1) (1) (1) (1) (1) (1	hearing		32.	200	200							
Full Commissi Hearing Exami	on Co ner St	mmission Pane aff	<u>x</u>	35.									
Date filed with	RAR: 09/09/1	999		37.									
Initials: OPR Staf	f Counsel			39.									
Section 3 - Cha	irman Complet	es											

#### Assignments are as follows:

### - Hearing Officer(s)

	Comm	issio	Hrg. Exam.	Staff			
ALL	GR	DS	CL	JN	JC	cxam.	
	1	-			,	-	Х

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.

- Prehearing Officer

ADM		ners	ission	Commi	
	JC	JN	CL	DS	GR
	х				

Approved:

Date: 09/09/1999

### Printed on 10/13/1999 at 16:58:15

Page 1 of 1

Commis Commis Commis X Executiv	ssioner Deason esioner Clark esioner Johnson esioner Jacobs eve Director enformation Office	X Appea X Legal I X Auditi Teleco	ls Director Director		X Red X PA Wa X Cou	ctric & Gas Di cords & Repor I Director ter & Wastewa urt Reporter ff Contact - M	ting Director
From: Office of	Chairman Joe Ga	rcia					
Docket Number:	981104-EU						
Docket Title: 1. Schedule Info		ent of Rule 25-6.04	19, F.A.C., Measur	ing Customer Service.			
Eve	ent	Former Date	New Date	Location		Time	
Staff Rule Heari	ng		12/02/1999	Tallahassee, Room 1	52	9:30 AM - 5	:00 PM
2. Hearing/Preh	earing Assignme	nt Informatio	on				
Transis -	Form	er Assignment	ts	Curre	nt Assig	gnments	
Hearing Officers	Commissio	oners Hea	ring Staff	Commissio	ners	Hearing Sta	aff
	ALL GR DS C			ALL GR DS CI	_ JN J	C	
							X
Prehearing Officer	Commissic	oners  JC ADM		Commission GR DS CL JN	ners	M	
D					X		

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

CCS Form Number: 981104-EU-00001

Remarks:

#### Case Assignment and Scheduling Record

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

Date Docketed: 09/08/1998 Title: Proposed amendment of Rule 25-6.049, F.A.C., Measuring Docket No. 981104-EU Customer Service.

Company: All Electric Utilities

Official Filing Last Day to Sus		Ex	piratio	on: _										
Referred to: ("()" indicates	OPR)	ADM ——	AFA	(APP) <u>X</u>	CAF	CMU	EAG X	C. (200)	LEG	RAR	PAI	WAW		
Section 2 - OPR	Completes and r	eturns to	RAR in	10 work	days.				Tim	e Sched	<u>ule</u>			
Program/Module	A11(a)							AN INTE			DOCUMENT	<u>.</u>		
	Staff Assi	gnments		FOR U	PDATES ent CAS	CONTACT	THE RE	CORDS S	ECTION:	(850)	413-6770		ue Dates	
OPR Staff	M Helton					4						Previ	ous Cu	rrent
				2.	Notice FAW Not	ice Pub	lished	ed Rule	mokina			NONE NONE	10/2	4/1999 2/1999 5/1999
Staff Counsel	R Bellak			4.		for He	aring/C	omments				NONE NONE	11/1	2/1999 2/1999
OCRs (EAG)	R Goad, D Wheel			6. 7.	Revised	CASR D	ue					NONE	12/3	1/1999
				9.										
( )				11.										
				13.										
( )				16.					-				_	
				18.										
( )			- 13	21.										
				23.										
( )				25.										
				28.	10							_		
Recommended ass	ignments for hea	ering		30.										
and/or deciding	this case:			32.										
Full Commissi Hearing Exami	on Comm ner Staf	ission Pane f	x <u>x</u>	34.										
	RAR: 10/14/1999	9		37.										
Initials: OPR				39.										

#### Section 3 - Chairman Completes

Staff Counsel

Assignments are as follows:

40.

- Hearing Officer(s)

	Comm	Hrg. Exam.	Staff				
ALL	GR	DS	CL	JN	JC	CXam.	
							Х

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.

- Prehearing Officer

	ADM				
GR	DS	CL	JN	JC	
				х	

Approved:

Date: 10/14/1999

PSC/RAR-15 (Rev. 1/98)

\* COMPLETED EVENTS

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

Docket No. 981104-EU Date Docketed: 09/08/1998 Title: Proposed amendment of Rule 25-6.049, F.A.C., Measuring

Company: All Electric Utilities

Customer Service.

Official Filing Last Day to Sus		Exp	oiratio	on: _										
Referred to: ("()" indicates	OPR)	ADM	AFA X	(APP)	CAF	CMU	EAG X	GCL	LEG	RAR	PAI	WAW		
Section 2 - OPR	Completes and retu	rns to R	AR in	10 work	days.				<u>Tin</u>	ne Schec	<u>lul e</u>			
Program/Module	A11(a)			WARNI	NG: THI	S SCHED	ULE IS	AN INTE	RNAL PL	ANNING	DOCUMEN	T.		
	Staff Assignm	ents		FOR U	PDATES	CONTACT	SUBJEC THE RE Sion lev	CORDS S			413-677	0	Due	Dates
OPR Staff	M Helton			Curr	ent cas		_	Ci					Asia -	
						5							Previous	Current
	. n . m			1.	Transcr	ipts Du	ie e					_ T	NONE	12/16/1999
							Comments						NONE	01/21/2000
Chaff Coumant	D Dallak					- Regul	er's Rec	And the latest and th	AND RESIDENCE AND ADDRESS OF THE PARTY OF TH				NONE	02/03/2000
Staff Counsel	R Bellak			5.	Reviseo	CASR D	ue					-  -	NONE	02/25/2000
OCRs (EAG)	D Wheeler													
				7.										<u> </u>
				8.								-  -		
	Activities and the second			10.										
(AFA)	C Hewitt			11.										
				12.										<del></del>
	Victoria Victoria de la composición del composición de la composic			13.		57.111						_  -		
		72.		15.								-  -		
( )	10_ Un - 2_ 25_0			16.										
				17.								200		
	<del></del>			18.										
				20.								-  -		
( )				21.								_  -		
				22.								_		
				23.										
				25.	******									
( )				26.										
				27.								_	-	
	08-000-000-000-000-000-000-000-000-000-			28.	2.2									
				29.										
Recommended ass	ignments for hearin	g		31.								_  -		
and/or deciding		~		32.	\$10 No.									
				33.										
Full Commissi Hearing Exami	on Commissi ner Staff	on Panel	X	34.								-  -		
near my Exami	3011			36.		Manager and the second				-				
Date filed with	RAR: 12/03/1999			37.										
V-141-1 CDD				38.								_  -		
Initials: OPR Staf	f Counsel			39.								-  -		4
	1			100										

Section 3 - Chairman Completes

Assignments are as follows:

#### - Hearing Officer(s)

	Comm	Hrg. Exam.	Staff				
ALL	GR	DS	CL	JN	JC	Exam.	
				j - 1 (a			Х

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.

- Prehearing Officer

ADM		ners	ission	Comm	
	JC	JN	CL	DS	GR
	Х			k b	

Date: 12/03/199

Section 1 - Division of Records and Rep ig (RAR) Completes Date Docketed: 09/08/1998 Title: Proposed amendment of Rule 25-6.049, F.A.C., Measuring Docket No. 981104-EU Customer Service. Company: All Electric Utilities Official Filing Date: Last Day to Suspend: Expiration: Referred to: ADM AFA (APP) CAF CMU EAG GCL LEG RAR PAI WAW ("()" indicates OPR) \_X\_ \_X\_ X Section 2 - OPR Completes and returns to RAR in 10 workdays. Time Schedule Program/Module A11(a) WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION. FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770 Staff Assignments Current CASR revision level Due Dates OPR Staff M Helton 6 Previous Current 1. Agenda - Deferred from 2/15/2000 NONE 03/28/2000 2. Revised CASR Due SAME 04/21/2000 3. Staff Counsel R Bellak 5. OCRs (EAG) D Wheeler 6. 8. 9. 10. (AFA) C Hewitt 11. 12. 13. 14-15. ) 16. 17.

Recommended assignments for hearing and/or deciding this case:

Full Commission Commission Panel Hearing Examiner

X Date filed with RAR: 02/15/2000

Initials: OPR Staff Counsel

Section 3 - Chairman Completes

)

( )

Assignments are as follows:

19. 20.

21. 22. 23. 24. 25.

26. 27. 28. 29. 30.

31.

32. 33.

34.

35. 36.

37. 38.

39.

40.

- Hearing Officer(s)

	Comm	Hrg. Exam.	Staff				
ALL	GR	DS	CL	JN	JC	Exam.	
							х

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.

- Prehearing Officer

	Commissioners							
GR	DS	CL	JN	JC				
				х				

Approved:

Date: 02/15/2000

PSC/RAR-15 (Rev. 1/98)

Section 1 - Division of Records and Rep. . .ng (RAR) Completes

Docket No. 981104-EU Date Docketed: 09/08/1998 Title: Proposed amendment of Rule 25-6.049, F.A.C., Measuring

Customer Service.

Company: All Electric Utilities

Official Filing Last Day to Sus		Ex	piratio	n:										
Referred to: ("()" indicates	OPR)	ADM	AFA X	(APP)	CAF	CMU	EAG X	GCL	LEG	RAR	PAI	WAW		
Section 2 - OPR	Completes and	returns to	RAR in	10 work	days.				Tim	e Sched	<u>dule</u>			111111111111111111111111111111111111111
Program/Module	A11(a)										DOCUMEN	<u>T.</u>		
	Staff Ass	signments		FOR U	PDATES	CONTACT	THE RE	CORDS S			413-677	0		
OPR Staff	M Helton		<del></del>	Curr	CITE CAS	6		et				Pro	100	<u>Dates</u> Current
		Y-12-21		1 1	l denda	- Defer	red fro	m 2/15/	2000				ONE	
				2. [	Revised	CASR D	ue						AME	03/28/2000 04/21/2000
Staff Counsel	R Bellak			4.										
OCRs (EAG)	D Wheeler			6.										
				8.										
(AFA)	C Hewitt			10.										
CNIA	O HENTEE			12.	- 120									
				14.										
( )	-			16.										
				17.										
				19.	10.00		1					20°		
( )	-			61.								_		
				23.								_		
				24.										
( )				26.										
				28.										
				30.	-	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,						-		
Recommended ass and/or deciding		aring		51.		and the second						-50 0		
				33										
Full Commissi Hearing Exami	on Comm ner Staf	ission Panel f	<u>X</u>	54.								700 886		
Date filed with				30.										
	NAN : 02/13/200	0		30.										
Initials: OPR Staf	f Counsel			39.								-		
Section 3 - Cha			e e e	-										

- Hearing Officer(s)

	Comm	issio	ners			Hrg. Exam.	Staff
ALL	GR	DS	CL	JN	JC	Exam.	
							х

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.

- Prehearing Officer

	ADM				
GR	DS	CL	JN	JC	
				х	

Approved:

Date: 02/15/2000

Assignments are as follows:

Case Assignment and Scheduling Record

Section 1 - Division of Records and Report (RAR) Completes Proposed amendment of Rule 25-6.049, F.A.C., Measuring Docket No. 981104-EU Date Docketed: 09/08/1998 Title: Customer Service. Company: All Electric Utilities Official Filing Date: Last Day to Suspend: Expiration: (APP) AFA CMU EAG LEG RAR PAI WAW CAF GCL ADM Referred to: ("()" indicates OPR) Χ Section 2 - OPR Completes and returns to RAR in 10 workdays. Time Schedule WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION. FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770 Program/Module All(a) Staff Assignments Current CASR revision level Due Dates OPR Staff M Helton Previous Current 05/05/2000 05/19/2000 File Rule for Adoption 2. Revised CASR Due SAME 4 Staff Counsel R Bellak 5 OCRs (EAG) D Wheeler 6 8 9 10. 11. (AFA) C Hewitt 12 13. 14. 15. 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30. Recommended assignments for hearing 31 32 and/or deciding this case: 33 34 Full Commission Commission Panel Hearing Examiner 35 36. Date filed with RAR: 04/10/2000 37 38 39 Initials: Staff Counsel 40. Section 3 - Chairman Completes Assignments are as follows: - Hearing Officer(s) - Prehearing Officer Hrg. Staff Commissioners Exam. JC ALL GR DS CL JB

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.

PSC/RAR-15 (Rev. 2/00)

\* COMPLETED EVENTS

X

	ADM				
GR	DS	CL	JC	JB	
			Χ		

Approved: Date: 04/11/2000

Case Assignment and Scheduling Record

Date Docketed: 09/08/1998 Title: Proposed amendment of Rule 25-6.049, F.A.C., Measuring Customer Service.

(RAR) Completes

Section 1 - Division of Records and Repor

Company: All Electric Utilities

Docket No. 981104-EU

PSC/RAR-15 (Rev. 2/00)

Official Filing Last Day to Sus		Exp	iration	:										
Referred to: ("()" indicates	OPR)	ADM ——	AFA X	(APP)	CAF	CMU	EAG X	GCL	LEG	RAR	PAI	WAW		
Section 2 - OPR	Completes and ret	urns to F	AR in 1	0 workda	ays.				<u>Tim</u>	ne Sch	<u>edule</u>			
Program/Module	All(a)			WARNING	: THI	S SCHED	OULE IS A	N INTE	RNAL PL	ANNIN	G DOCUMEN	<u>п.</u>		
	Staff Assign	ments		FOR UPI	DATES	CONTACT	THE REG	CORDS S	ECTION:	(850	) 413-677	0	Due (	Dates
OPR Staff	M Helton			Curre	10 0/1	6		- 1				Р	revious	- 19 - 19 - 19 - 19 - 19 - 19 - 19 - 19
				1. F	ile Ru	∟∟ ule for	 Adoption	า	- 7 /				NONE	05/05/2000
				2. R	evised	CASR D							SAME	05/19/2000
<u>Staff Counsel</u>	R Bellak		- 12	4.										
OCRs (EAG)	D Wheeler			7										
	<del></del>	10		9. –							1,221,			
(AFA)	C Hewitt			11								_  _		
				13										
7. 1	2-			15.										
( )	3-1-00-00-00-00-00-00-00-00-00-00-00-00-0			1 1/.								-20		1
		1111		19.								_		
( )	·			21.										
				20.										
( )	2 - 20100 W.H. 200			26	99			-						
				28									-	
				30										
Recommended as: and/or deciding	signments for hear g this case:	ing		31										
Full Commiss		sion Pane	1 <u>x</u>	34.										
Hearing Exam	n RAR: 04/10/2000			36	4									
Initials: OPR				20 -					1			_  -		
	ff Counsel			40										
Section 3 - Cha	airman Completes			Assignm	ents a	are as	follows:							
	- Hearing (	Officer(s	)						- Pre	nearin	ng Office	r		
	Commissioners		Hrg.	Staff					Comm	ission	iers	ADM		
ALI	_ GR DS CL	JC JB	- Exam					GI	R DS	CL	JC JB			
				Х							Х			
Where panels as	re assigned the ser canel decides the d	nior Comm	issione	r is Pan	el Ch	airman;		Δηρ	roved:		101			
Where one Comm	issioner, a Hearing all Commission dec	g Examine	r or a S	Staff Me	mber	is			e: <u>04/</u>	11/200	W 2			
assigned the H	arr commission dec	raco unc	odoc.					Duci	04/	11/200	, ,			7

\* COMPLETED EVENTS



2916 Apalachee Parkway P.O. Box 590 Tallahassee, Florida 32302 (850) 877-6166 FAX: (850) 656-5485



September 29, 1998

Ms. Blanca S. Bayo, Director Division of Records & Reporting Florida Public Service Commission 2540 Shumard Oak Boulevard Tallahassee, FL 32399-0870

Dear Ms. Bayo:

Please accept this letter as our official request to be put on the mailing list for the following docket(s):

Docket No. 981104-EU

Thank you for your assistance in this matter.

Sincerely,

Michelle Hershel Director of Regulatory Services

MH/hd

17973-00

added 18/2/98

RECEIVED-FPSC

### MEMORANDUM

98 OCT 22 AMII: 29

RECORDS AND REPORTING

October 21, 1998

TO

TI NO.

DIVISION OF RECORDS & REPORTING

FROM:

RICHARD C. BELLAK, ASSOCIATE GENERAL COUNSEL

RE

DOCKET NO. 981104-EU - PROPOSED AMENDMENT OF RULE 25-

6.049, F.A.C., MEASURING CUSTOMER SERVICE

Enclosed is a Notice of Proposed Rule Development. Industry distribution is \_\_EU\_\_. This document must be issued within \_5 working days.

PRD6049.MRD Attachments

cc: Wanda Terrell

David Wheeler, Division of EAG

See 1

132 NOH + pouries



### $\underline{\mathsf{M}}$ $\underline{\mathsf{E}}$ $\underline{\mathsf{M}}$ $\underline{\mathsf{O}}$ $\underline{\mathsf{R}}$ $\underline{\mathsf{A}}$ $\underline{\mathsf{N}}$ $\underline{\mathsf{D}}$ $\underline{\mathsf{U}}$ $\underline{\mathsf{M}}$

February 11, 1999

99 FEB 11 AM 9:36

RECORDS AND

TO:

DIVISION OF RECORDS & REPORTING

REPORTING

FROM:

RICHARD C. BELLAK, ASSOCIATE GENERAL COUNSEL

RCB

RE

DOCKET NO. 981104-EU - PROPOSED AMENDMENT OF RULE 25-

6.049, F.A.C., MEASURING CUSTOMER SERVICE

99-0284-NOR-EU

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

Industry distribution is:

X	Electric (EI)
X	Electric (EM)
X	Electric (EC)
	Gas (GU)
	Gas (GS)
	Gas Pipeline (GP)
	Telephone (TL)
	Telephone (TI)
	Telephone (TC)
	Telephone (TS)
	Telephone (TX)
	Telephone Alternate Access Vendors (TA)
	Water and Wastewater (WAW)
documen	t has the following priority:
X	Must be issued today.
	Must be issued within 48 hours.
	Must be issued within 5 working days.

NOR6049.RCB Attachment cc: File

This

W. Terrell

116 tm

### State of Florida



### Public Service Commission

### -M-E-M-O-R-A-N-D-U-M-

DATE: February 19, 1999

TO: Blanca Bayo, Director, Records and Reporting

FROM: Joy Kelly, Chief, Bureau of Reporting

RE: DOCKET NO. 981104-EU, RULE HEARING HELD 3-15-99

Attached for filing in the docket file of the captioned docket is Exhibit No. 1, representing a complete filing of the only exhibits admitted during the hearing in this matter.

Acknowledged by:

ЈК:рс



### Public Service Commission

### -M-E-M-O-R-A-N-D-U-M-

**DATE:** March 16, 1999

TO: Blanca Bayó, Director, Records and Reporting

FROM: Joy Kelly, Chief, Bureau of Reporting

RE: DOCKET NOS. 981104-SU, RULE HEARING HELD 3-15-99

RE: PROPOSED AMENDMENT OF RULE 25-6.049, F.A.C., MEASURING

CUSTOMER SERVICE.

DOCUMENT NO. 03282, 3-16-99

The transcript for the above transcribed hearing has been completed and is forwarded for placement in the docket file, including attachments.

Please note that Staff distribution of this transcript was made to:

LEGAL, AFAD, E&G

Acknowledged by:

hur

JK/pc

PSC/RAR 28 (Rev7/94)

### MEMORANDUM

RECEIVED-FPSC

March 18, 1999

99 MAR 18 AM 10: 42

RECORDS AND

TO : DIVISION OF RECORDS & REPORTING

REPORTING

FROM: MARY ANNE HELTON, ASSOCIATE GENERAL COUNSEI

RE

DOCKET NO. 981104-EU - PROPOSED AMENDMENT TO RULE 25-

6.049, F.A.C., MEASURING CUSTOMER SERVICE

Attached please find a Notice of Continuance of Rulemaking Hearing for distribution by your office.

Industry distribution is:

X	Electric (EI)		
X	Electric (EM)		
X	Electric (EC)	De la companya della companya della companya de la companya della	
	Gas (GU)	-1	
	Gas (GS)		
	Gas Pipeline (GP)		
	Telephone (TL)		
	Telephone (TI)		7 210.
	Telephone (TC)		2:17. RUN.
	Telephone (TS)		
	Telephone (TX)		
	Telephone Alternate Acc	ess Vendors (TA	)
	Water and Wastewater (Wa		,
		•	

This document has the following priority:

\_\_\_ Must be issued today. x Must be issued within 48 hours. Must be issued within 5 working days.

PROP049.MAH Attachment

cc: File

Richard Bellak Reese Goad Craig Hewitt W. Terrell David Wheeler

Sell mailer 3.30



### Public Service Commission

### -M-E-M-O-R-A-N-D-U-M-

**DATE:** April 27, 1999

TO: Blanca Bayó, Director, Records and Reporting

FROM: Joy Kelly, Chief, Bureau of Reporting

RE: DOCKET NOS. 981104-EU, HEARING HELD 5-5-99.

RE:

PROPOSED AMENDMENT OF RULE 25-6.049, F.A.C., MEASURING

CUSTOMER SERVICE.

DOCUMENT NO. 05779, 5-6-99

The transcript for the above transcribed hearing has been completed and is forwarded for placement in the docket file, including attachments.

Please note that Staff distribution of this transcript was made to:

LEGAL, AFAD, E&G, SOLD

Acknowledged	by:
was	
JK/pc	

PSC/RAR 28 (Rev7/94)

### State of Florida



# Public Service Commission

### -M-E-M-O-R-A-N-D-U-M-

DATE:	May 18, 1999
TO:	Blanca Bayo, Director, Records and Reporting
FROM:	Joy Kelly, Chief, Bureau of Reporting
RE:	DOCKET NO. 981104-EU, RULE HEARING HELD 5-5-99
	for filing in the docket file of the captioned docket are Exhibit Nos. 2 through 7 ting a complete filing of all exhibits admitted into the record during the hearing in this
Please no	ote Exhibit No. 1 was previously filed with the 3-15-99 portion of this hearing.
Acknowl	edged by:
ЈК:рс	

### $\underline{\mathsf{M}}$ $\underline{\mathsf{E}}$ $\underline{\mathsf{M}}$ $\underline{\mathsf{O}}$ $\underline{\mathsf{R}}$ $\underline{\mathsf{A}}$ $\underline{\mathsf{N}}$ $\underline{\mathsf{D}}$ $\underline{\mathsf{U}}$ $\underline{\mathsf{M}}$

RECEIVED-FPSC

October 14, 1999

99 OCT 14 PM 3: 12

TO : DIVISION OF RECORDS & REPORTING REPORTING

FROM: RICHARD C. BELLAK, ASSOCIATE GENERAL COUNSEL

RE: DOCKET NO. 981104-EU - PROPOSED AMENDMENT OF RULE 25-

6.049, F.A.C., MEASURING CUSTOMER SERVICE

2010 - NOR

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

Industry distribution is:	
Electric (EI) Electric (EM) Electric (EC) Gas (GU) Gas (GS) Gas Pipeline (GP) Telephone (TL) Telephone (TI) Telephone (TC) Telephone (TS) Telephone (TX) Telephone Alternate Access Vendors (TA) Water and Wastewater (WAW)	119/12
document has the following priority:	
Must be issued today. Must be issued within 48 hours. Must be issued within 5 working days.	

2NOR6049.RCB Attachment cc: File

This

W. Terrell

### MOYLE, FLANIC .N, KATZ, KOLINS, RAYMOND & SHEEHAN, P.A.

ATTORNEYS AT LAW

The Perkins House 118 North Gadsden Street Tallahassee, Florida 32301

Telephone: (850) 681-3828 Facsimile: (850) 681-8788

JON C. MOYLE, JR.

E-mail: jmoylejr@moylelaw.com

November 11, 1999

West Palm Beach Office (561) 659-7500

RECORDS AND

9 NOV 12 PM 3: 16

BY HAND DELIVERY

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

Re:

Docket No. 981104-Proposed Amendment of Rule 25-6.049, F.A.C.,

**Measuring Customer Service** 

Dear Ms. Bayo:

Please be advised that the correct address for Valencia Condominium Association and Point Management, Inc. is as follows:

7000 W. Atlantic Avenue Delray Beach, FL 33446

If you have any questions or need additional information, please let me know.

Sincerely,

Jon C. Moyle, Jr

JCM/jd

cc:

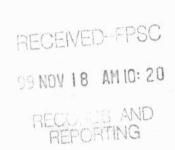
All Parties of Record

Aone 11/12/99

RECEIVED & FILED

FPSC-BUREAU OF RECORDS





Legal Environmental Assistance Foundation
SERVICE COMMITAILA Thomasville Road, Suite E

99 NOV 18 M 8: 25 Fax: (850) 224-1275
MAIL ROOM leaf@lewisweb.net

November 17, 1999

Ms. Blanca Bayo, Director Division of Records & Reporting 2540 Shumard Oaks Blvd. Tallahassee, FL 32399--0862

RE: Docket No. 981104 Proposed Amendment of Rule 25-6.049, FAC Measuring Customer Service

Dear Ms. Bayo:

Please include LEAF as an interested party in the above referenced docket. Notices and other information should be sent to me at LEAF's address. Thank you.

Sincerely,

Debra Swim Senior Attorney

Deb Swan

Done 11/18/99



### Public Service Commission

### State of Florida

### -M-E-M-O-R-A-N-D-U-M-

DATE: December 17, 1999

TO: Blanca Bayó, Director, Records and Reporting

FROM: Joy Kelly, Chief, Bureau of Reporting

RE: DOCKET NO. 981104-EU, PROPOSED AMENDMENT OF RULE 25-6.049.

F.A.C., MEASURING CUSTOMER SERVICE.

RE: GENERIC INVESTIGATION INTO THE AGGREGATE ELECTRIC UTILITY

RESERVE MARGINS PLANNED FOR PENINSULAR FLORIDA

DOCUMENT NO. 14913, 12-7-99

The transcript for the above proceedings has been completed and is forwarded for placement in the docket file, including attachments.

Please note that Staff distribution of this transcript was made to:

LEGAL, AFAD, E&G.

Acknowledged by:

war

JK/pc

PSC/RAR 28 (Rev7/94)

### State of Florida



### Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

DATE: December 22, 1999

TO: Blanca Bayo, Director, Records and Reporting

FROM: Joy Kelly, Chief, Bureau of Reporting

RE: DOCKET NO. 981104-EG, HEARING HELD 12-2-99

Attached for filing in the docket file of the captioned docket are Exhibit Nos. 1 through 4, representing a complete filing of all exhibits admitted into the record during the hearing in this matter.

Acknowledged by:

JK:pc

### State of Florida



# Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

**DATE:** April 4, 2000

TO:

DIVISION OF RECORDS AND REPORTING

FROM: MARY ANNE HELTON, DIVISION OF APPEALS |

RE:

ORDER NO. 981104-EU

0635-

FILE NAME: 981104.ORD

Attached is an order to be issued as soon as possible.

3 ph

MAH

Attachment

cc: Wanda Terrell

### Kay Flynn

981104

Correspondence

From:

Kay Flynn

Sent:

Wednesday, April 05, 2000 10:58 AM

To: Cc: Mary Anne Helton Linda Williams

Subject:

RE: order in 981104

Okay. Thanks.

----Original Message----

From: Mary Anne Helton

Sent: Wednesday, April 05, 2000 10:57 AM

To: Kay Flynn

Subject: RE: order in 981104

No, because we will still have to do an order noticing adoption of the rule. That order will close the docket. We don't normally do these, but I did in this case because there is a good chance Jon Moyle will challenge this rule amendment.

----Original Message----

From: Kay Flynn

Sent: Wednesday, April 05, 2000 10:43 AM

To: Mary Anne Helton Subject: order in 981104

Importance: High

Mary Anne, should this order have an ordering paragraph to close the docket? The recom did include closing the docket. Please advise! I'll hold the order till I hear from you.

Kay

### STATE OF FLORIDA

Commissioners:
JOE GARCIA, CHAIRMAN
J. TERRY DEASON
SUSAN F. CLARK
E. LEON JACOBS, JR.
LILA A. JABER



DIVISION OF APPEALS DAVID SMITH DIRECTOR (850) 413-6245

### Public Service Commission

April 13, 2000

Ms. Liz Cloud Department of State Bureau of Administrative Code 401 S. Monroe Street Tallahassee, FL 32399-0250

Re: Rule 25-6.049, Measuring Customer Service

Dear Ms. Cloud:

Please add Sections 366.80, 366.81, and 366.82, Florida Statutes, to the Law Implemented Section of Rule 25-6.049, Florida Administrative Code.

Thank you for your assistance in making this technical change to Rule 25-6.049. Please call me if you have any questions.

Sincerely,

Mary Anne Helton

Associate General Counsel

andre Help

MAH

cc: James Beasley, Tampa Electric Company

Richard Bellak, Division of Appeals

Kenneth Hoffman, Florida Power & Light Company

James McGee, Florida Power Corporation

Sandy Moses, Division of Records and Reporting

Jon Moyle, Jr., Valencia Condominium Association

Matthew Sirmans, Joint Administrative Procedures Committee

Debra Swim, Legal Environmental Assistance Foundation

Wanda Terrell, Division of Appeals

David Wheeler, Division of Electric and Gas

Docket File for PSC Docket 981104-EU



# Public Service Con

-M-E-M-O-R-A-N-DAUGMADS AND II 32

DATE: September 29, 2000

TO:

DIVISION OF RECORDS AND REPORTING

FROM: RICHARD C. BELLAK, DIVISION OF APPEALS

RE:

DOCKET NO. 991104-EU

1862-FOF

FILE NAME: 991104.ORD

Attached is an order to be issued in the above referenced docket.

10 pag.

**RCB** 

Attachments

Wanda Terrell

ATTACHMENT(S) NOT ON-LINE

137 for Delfmailers