

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

UNDOCKETED

IN RE: REVIEW OF COMMISSION POLICY AND UTILITY PRACTICE REGARDING
CUSTOMER INFORMATION ON UTILITY LINE CONSTRUCTION OR
RELOCATION PROJECTS

NOTICE OF INFORMAL WORKSHOP

TO

ALL INTERESTED PERSONS

ISSUED: March 26, 2008

NOTICE is hereby given the staff of the Florida Public Service Commission will hold an informal workshop on the following date, time and place:

Florida Public Service Commission
Wednesday, April 30, 2008 - 9:30 a.m.
Betty Easley Conference Center
Room 140, 4075 Esplanade Way
Tallahassee, Florida 32399-0850

The purpose of the informal workshop is to review Commission policy and utility practice regarding the information customers receive about utility line construction or relocation projects affecting their property, and to determine whether those practices should be clarified or amended. Please see attached Agenda and proposed rule language. One or more Commissioners may be in attendance at this workshop.

Participation by phone is available by dialing the following call-in number: 1-888-808-6959. When prompted, please dial conference code 4136206.

Any person requiring some accommodation at this workshop because of a physical impairment should call the Office of Commission Clerk at (850) 413-6770 at least 48 hours prior to the workshop. Any person who is hearing or speech impaired should contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at: 1-800-955-8771 (TDD).

If you should have any questions regarding the informal workshop, please contact Rosanne Gervasi, Office of General Counsel at (850) 413-6224.


DOCUMENT NUMBER - DATE

02240 MAR 26 8

FPSC-COMMISSION CLERK

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By DIRECTION of the Florida Public Service Commission, this 26th day of March,
2008.



ANN COLE
Commission Clerk

(SEAL)

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AGENDA
UNDOCKETED: REVIEW OF COMMISSION POLICY AND UTILITY PRACTICE
REGARDING CUSTOMER INFORMATION ON UTILITY LINE CONSTRUCTION
OR RELOCATION PROJECTS
INFORMAL WORKSHOP

9:30 a.m., Wednesday, April 30, 2008
Room 140, Betty Easley Conference Center
4075 Esplanade Way
Tallahassee, Florida

I. Opening Remarks from Commission Staff

II. Discussion of Issues

A. Customer Comments

B. Investor-Owned Utility (IOU) Comments

III. Establishing Guidelines for Customer Information

Staff recognizes the IOUs' need to retain flexibility and authority over construction and relocation of facilities. However, staff believes there is a need for consistency and uniformity in giving customers information prior to the commencement of such projects affecting their properties.

A. Information Should Be Provided Prior to Project

All homeowners or property owners whose property will be affected by a utility line construction or relocation project should receive information from their respective utility provider regarding the project.

B. Standardizing the Modes of Information Provided

See suggested rule language, attached. Please come to the workshop prepared to discuss this language and bring alternative rule language suggestions to the workshop.

IV. Closing Remarks/Schedule for Post-Workshop Comments

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1 25-6.093 Information to Customers.

2 (5) Information shall be provided to all property owners whose property will be affected
3 by a utility line construction or relocation project, except as specifically provided in subsection
4 (5)(d) below.

5 (a) The information shall include:

6 1. the reason for the change in character of the facilities;

7 2. the extent of the change in terms of miles of line, number of poles, and number of
8 customers affected;

9 3. the anticipated start and completion date of the project; and

10 4. a utility website link where more information may be obtained.

11 (b) For utility line construction or relocation projects affecting fewer than five customers
12 or five poles, the information shall be provided by distributing door hangers no less than seven
13 calendar days prior to commencement of the project.

14 (c) For utility line construction or relocation projects affecting more than five customers,
15 the information shall be provided by publication in a local daily or weekly newspaper of general
16 circulation, door hangers, or bill insert no less than 14 calendar days prior to commencement of
17 the project.

18 (d) The information shall not be required to be provided under the following
19 circumstances:

20 1. for normal maintenance or repair of facilities that does not involve relocation of
21 facilities or significant changes to the appearance or character of the facilities;

22 2. in any emergency where lives or property are in danger; or

23 3. in any emergency restoration effort following natural or other disasters.

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- 1 Specific Authority 350.127(2), 366.03, 366.04(1), 366.04(2)(f), 366.05(1) FS.
- 2 Law Implemented 366.03, 366.04(1), 366.04(2)(f), 366.05(1) FS.
- 3 History—Amended _____.
- 4

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Notice of Meeting/Workshop Hearing

PUBLIC SERVICE COMMISSION

RULE NO: RULE TITLE

25-6.093: Information to Customers

The Florida Public Service Commission announces a workshop to which all persons are invited.

DATE AND TIME: April 30, 2008 - 9:30 a.m.

PLACE: Betty Easley Conference Center, Room 140, 4075 Esplanade Way, Tallahassee, FL

GENERAL SUBJECT MATTER TO BE CONSIDERED: The purpose of this Informal Workshop is to review Commission policy and utility practices regarding the information customers receive about utility line construction or relocation projects affecting their property, and to determine whether those practices should be clarified or amended. Undocketed.

Participation by phone is available by dialing 1-888-808-6959. When prompted, please dial conference code 4136206.

A copy of the agenda may be obtained by contacting: Rosanne Gervasi, Office of General Counsel, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850, (850) 413-6224.

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 48 hours before the workshop/meeting by contacting: Office of Commission Clerk, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850, (850) 413-6770. 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).