



Public Service Commission

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DATE: February 4, 2000
TO: Kay Flynn, Division of Records and Reporting
FROM: Cochran Keating, Division of Legal Services *WCK*
 Connie Kummer, Division of Electric & Gas *CK*
 Shirley Stokes, Division of Consumer Affairs *SS*
RE: Docket No. 991155-EI - Complaint by Walter Steiger against Florida Power Corporation regarding electric service outages

On August 19, 1999, the above-referenced docket was opened for staff to file a recommendation to dismiss the complaint of Mr. Walter Steiger against Florida Power Corporation. Staff had determined at that time, based on its reading of Mr. Steiger's request for an informal conference, that Mr. Steiger's complaint failed to state a basis upon which the Commission could grant relief because his service problems had been corrected. After filing the recommendation, staff spoke to Mr. Steiger and learned that his service problems had not been corrected. Accordingly, staff withdrew its recommendation. Mr. Steiger's complaint is now being handled through the informal procedures established in the Commission's customer complaint rule.

This docket was erroneously opened based on staff's misunderstanding of the status of Mr. Steiger's service problems. No agency action has been taken in this docket, and there are no pending issues that need to be addressed by the Commission. Therefore, staff requests that this docket be administratively closed pursuant to Section 2.07C.6. of the Administrative Procedures Manual.

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