

Case Assignment and Scheduling Record

Section 1 - Bureau of Records and Hearing Services Completes

Docket No. 030575-PU Date Docketed: 06/26/2003 Title: Proposed amendment to Rule 25-22.032, F.A.C., Customer Complaints.
 Company: All Utilities

Official Filing Date: _____
 Last Day to Suspend: _____ Expiration: _____

Referred to: _____
 ("(") indicates OPR) _____

AUS CAF CCA CMP ECR EXT (GCL) MMS PIF
 _____ X _____ _____ X _____ X _____

Section 2 - OPR Completes and returns to CCA in 10 workdays. Time Schedule

Program/Module B7(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**
 Current CASR revision level

Staff Assignments

OPR Staff _____

Staff Counsel _____

OCRs (CAF) _____

(ECR) _____

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Due Dates

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Recommended assignments for hearing and/or deciding this case:

Full Commission _____ Commission Panel _____
 Hearing Examiner _____ Staff _____

Date filed with CCA: _____

Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	JB	DS	BZ	BD	DV		

- Prehearing Officer

Commissioners					ADM
JB	DS	BZ	BD	DV	

DOCUMENT NO.

13678-04

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.

Approved: _____
 Date: / /

Section 1 - Bureau of Records and Hearings Services Completes

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Referred to:

("(") indicates OPR)

AUS	CAF	CCA	CMP	ECR	EXT	(GCL)	MMS	PIF
	X			X		X		

Section 2 - OPR Completes and returns to CCA in 10 workdays.

Time Schedule

Program Module B7(a)

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FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770**

Staff Assignments

OPR Staff S Cibula, R Gervasi

Staff Counsel S Cibula

OCRs (CAF) B DeMello, R Tudor
(ECR) C Hewitt

2

Current CASR revision level

	Due Dates	
	Previous	Current
1. Staff Recommendation	NONE	10/22/2003
2. Agenda	NONE	11/03/2003
3. Standard Order	NONE	11/24/2003
4. Close Docket or Revise CASR	NONE	01/15/2004
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Recommended assignments for hearing and/or deciding this case:

Full Commission X Commission Panel _____
Hearing Examiner _____ Staff _____

Date filed with CCA: 10/06/2003

Initials: OPR _____
Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg	Staff
ALL	JB	DS	BZ	BD	DV	Exam	
X							

- Prehearing Officer

Commissioners					ADM
JB	DS	BZ	BD	DV	
					X

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Approved: [Signature]

Date: 10/06/2003

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Section 1 - Bureau of Records and Hearing Services Completes

Docket No. 030575-PU Date Docketed: 06/26/2003 Title: Proposed amendment to Rule 25-22.032, F.A.C., Customer Complaints.

Company: All Utilities

Official Filing Date: _____ Expiration: _____

Last Day to Suspend: _____

Referred to: _____

("O") indicates OPR

AUS	CAF	CCA	CMP	ECR	EXT	(GCL)	MMS	PIF
	X			X		X		

Section 2 - OPR Completes and returns to CCA in 10 workdays.

Time Schedule

Program Module B7(a)

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IT IS TENTATIVE AND SUBJECT TO REVISION.
FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770**

Staff Assignments

OPR Staff S Cibula, R Gervasi

Staff Counsel S Cibula

OCRs (CAF) B DeMello, R Tudor
(ECR) C Hewitt

3 Current CASR revision level

Due Dates
Previous Current

1. Staff Recommendation	NONE	11/20/2003
2. Agenda	NONE	12/02/2003
3. Standard Order	NONE	12/22/2003
4. Close Docket or Revise CASR	NONE	02/16/2004
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Recommended assignments for hearing and/or deciding this case:

Full Commission Commission Panel _____
Hearing Examiner _____ Staff _____

Date filed with CCA: 11/12/2003

Initials: OPR _____
Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg	Staff
ALL	JB	DS	BZ	BD	DV	Exam	
X							

- Prehearing Officer

Commissioners					ADM
JB	DS	BZ	BD	DV	
					X

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.

Approved: 
Date: 11/12/2003

CCA Official Filing:

8/26/03*** 3:37 PM*****Marguerite Lockard *****1**

Marguerite Lockard

NOR - 0969

From: Mary Diskerud
Sent: Tuesday, August 26, 2003 3:37 PM
To: CCA - Orders / Notices
Subject: Order / Notice Submitted

26

Date and Time: 8/26/03 3:35:00 PM
Docket Number: 030575-PU
Filename / Path: NOR22-032.SMC

copied to gcorders. distribution is Electric (EI), (EM), (EC), Gas (GU), (GS), (GP), Telephone (TL), (TI), (TC), (TS), (TX), (TA), and Water and Wastewater (WAW). Issue within 5 working days.

1,808 mailed

DOCUMENT NO.
13678-04

Matilda Sanders

PSC-03-0969A-NOR-PU

From: Mary Diskerud
Sent: Tuesday, September 02, 2003 8:22 AM
To: CCA - Orders / Notices
Subject: Order / Notice Submitted

26

Date and Time: 9/2/03 8:21:00 AM
Docket Number: 030575-PU
Filename / Path: NOR22-032.SMC

copied to gcorders. distribution is Electirc (EI), (EM), (EC), Gas (GU), (GS), (GP), Telephone (TL), (TI), (TC), (TS), (TX), (TA), and Water and Wastewater (WAW)

Matilda Sanders

QSC-03-0969A-NOR-PU

From: Mary Diskerud
Sent: Tuesday, September 02, 2003 9:07 AM
To: CCA - Orders / Notices
Subject: Order / Notice Submitted

26

Date and Time: 9/2/03 9:07:00 AM
Docket Number: 030575-PU
Filename / Path: NOR22-032.SMC

re-copied to gcorders.

1,814 mailed

Matilda Sanders

From: Mary Diskerud
Sent: Wednesday, December 10, 2003 12:58 PM
To: CCA - Orders / Notices
Subject: Order / Notice Submitted

7

Date and Time: 12/10/2003 12:57:00 PM
Docket Number: 030575-PU
Filename / Path: 030575NOTICE.SMC

copied to gcoders. distribution is all industries.

1,799 mailed

Matilda Sanders

From: Mary Diskerud
Sent: Tuesday, December 16, 2003 10:30 AM
To: CCA - Orders / Notices
Subject: Order / Notice Submitted

2 page

Date and Time: 12/16/2003 10:27:00 AM
Docket Number: 030575-PU
Filename / Path: conference030575.smc

copied to gcorders. distribution is Electric (EI) (EM) (EC), Gas (GU) (GS) (GP), Telephone (TL) (TI) (TC) (TS) (TX) (TA) and Water and Wastewater (WAW). Issue within 48 hours.

1,795 mailed

Matilda Sanders

0027 - FOF

From: Mary Diskerud
Sent: Monday, January 12, 2004 11:32 AM
To: CCA - Orders / Notices
Subject: Order / Notice Submitted

22

Date and Time: 1/12/2004 11:31:00 AM
Docket Number: 030575-PU
Filename / Path: notice25-22.032.smc

copied to gcorders. distribution is ALL industry. Must be issued within 48 hours.

1,778 mailed

Kay Flynn

030575-PU

From: Blanca Bayo
Sent: Thursday, January 29, 2004 11:09 AM
To: Kay Flynn; Paul Nichols; Steve Wharton
Cc: Marcia Sharma; Bev DeMello; Mary Bane; Joan Holden
Subject: FW: Increased Acknowledgement letters

This is an FYI from CAF. Paul and Steve I want you to track this.

Let me know if you do have a significant increase/decrease in Image Center workload.

The recently adopted complaint rule revision (Docket 030575) becomes effective January 29, 2004. While we do not know the exact impact on mail going through the mail room, I wanted to let you know that we will be gathering information on that to see what the impact may be.

The rule makes changes which will increase the number of acknowledgment letters from roughly 200 per month to about 2,000 per month.

However, at the time of closure (since the rule calls for the utility to respond directly to the consumer and CAF will not be writing to the consumer unless the consumer is dissatisfied with the utility response), there may be a substantial reduction in the number of closure letters that we are currently sending. It will take some experience before we know how the closure letters will be affected and how this will offset the increase in acknowledgement letters.