## Case Assignment and Scheduling Record

Section 1 - Bureau of Records and Hearing Jervices Completes

PSC/CCA015-C (Rev. 01/03)

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: AUS CAF CCA CMP ECR EXT (GCL) MMS PIF Referred to: ("()" indicates OPR) \_\_\_ 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 Staff Assignments Current CASR revision level Due Dates OPR Staff Previous Current 1. 2. 3. Staff Counsel OCRs (CAF) 10. (ECR) 12. 13. 14. 15. 17. 18. 19. 20. 22. 23 24 26. 27 28. 29 30 Recommended assignments for hearing 31. and/or deciding this case: 32 33 \_\_\_ Staff Full Commission Commission Panel 34 Hearing Examiner \_\_\_\_ 35 36 Date filed with CCA: 37. 38. Initials: OPR 39 Staff Counsel Section 3 - Chairman Completes Assignments are as follows: - Hearing Officer(s) - Prehearing Officer DOCUMENT NO. Hrg. Staff ADM Commissioners Commissioners Exam. ALL JB DS DS BZ DV JB Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case. Approved: Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case. Date: / /

\* COMPLETED EVENTS

## Case Assignment and Scheduling Record

Section 1 - Bureau of Records and Hearing Jervices 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

Referred to: ("()" indicate:	s OPR)	AUS CAF CCA CMP ECR EXT (GCL) MMS PIF	
Section 2 - OPP	R Completes and returns t	CCA in 10 workdays. Time Schedule	<u>e</u>
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OPR Staff	S Cibula, R Gervasi	Current CASR revision level	<u>Due Dates</u>
			Previous Current  NONE   107/24/2003
		2. Agenda 3. Standard Order 4. Close Docket or Revise CASR	NONE 08/05/2003 NONE 08/25/2003 NONE 09/29/2003
Staff Counsel	S Cibula	5. 6.	
OCRs (CAF)	B DeMello, R Tudor	9.	
(ECR)	C Hewitt	11. 12. 13.	
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Recommended as and/or decidin	signments for hearing g this case:	30. 31. 32. 33.	
Full Commiss Hearing Exam	ion X Commission Pa	nel 34	
Date filed wit	h CCA: <u>06/27/2003</u>	36. 37.	
Initials: OPR Sta	ff Counsel	38. 39. 40.	

- Hearing Officer(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.

- Prehearing Officer

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Date: 06/27/2003

Section 1 - Bureau of Records and H.

g 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				Expi	ration:							
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assigned the full Commission decides the case.

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Commissioners

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Approved: Date:

7/23/03

ALL

JB DS Staff

Services Completes

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

Customer Complaints.

All Utilities Company:

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- Hearing Officer(s) Staff Hrg Commissioners JB DS BZ DV ALL BD Exam

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.

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Approved: 10/06/2003 Date:

\* COMPLETED EVENTS

Section 1 - Bureau of Records and He

<u>ig Services Completes</u>

Docket No.

030575-PU

Date Docketed:

06/26/2003

03

Title: Proposed amendment to Rule 25-22.032, F.A.C.,

Customer Complaints.

Company:

All Utilities

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Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved:

## **CCA Official Filing:** 8/26/03\*\*\*\*\* 3:37 PM\*\*\*\*\*\* Marguerite Lockard \*\*\*\*\*\*\*1

**Marguerite Lockard** 

NOR- 5969

From:

Mary Diskerud

Sent:

Tuesday, August 26, 2003 3:37 PM

To: Subject: CCA - Orders / Notices Order / Notice Submitted

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), (TX), (TA), and Water and Wastewater (WAW). Issue within 5 working days.

1,808 mailed

DOCUMENT NO.

CCA Official Filing 9/2/03\*\*\*\*\*\*\*\*\*\*

8:39 AM\*\*\*\*\*\*\*\*\*

Matilda Sanders\*\*\*\*\*\*1

**Matilda Sanders** 

PSC-03-0969A-NOR-PU

26

From:

Mary Diskerud

Sent:

Tuesday, September 02, 2003 8:22 AM

To:

CCA - Orders / Notices

Subject:

Order / Notice Submitted

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), (TX), (TA), and Water and Wastewater (WAW)

**CCA Official Filing** 9/2/03\*\*\*\*\*\*\*\*\*

9:09 AM\*\*\*\*\*\*\*\*\*

Matilda Sanders\*\*\*\*\*\*1

**Matilda Sanders** 

9SC-03-0969A-NOR-PU

From:

Mary Diskerud

Sent:

Tuesday, September 02, 2003 9:07 AM

To: Subject: CCA - Orders / Notices Order / Notice Submitted

Date and Time:

9/2/03 9:07:00 AM

**Docket Number:** 030575-PU Filename / Path:

NOR22-032.SMC

re-copied to gcorders.

26

1,814 mailed

Matilda Sanders\*\*\*\*1

**Matilda Sanders** 

From:

Mary Diskerud

Sent:

Wednesday, December 10, 2003 12:58 PM

To: Subject: CCA - Orders / Notices Order / Notice Submitted

Date and Time:

Docket Number:

12/10/2003 12:57:00 PM 030575-PU

Filename / Path:

030575NOTICE.SMC

copied to gcorders. distribution is all industries.

1,799 mailed

CCA Official Filing 12/16/2003\*\*\*\*\*\*\*\*\*\*\*

10:30 AM\*\*\*\*\*\*\*\*\*

Matilda Sanders\*\*\*\*1

2 pgs

**Matilda Sanders** 

From:

Mary Diskerud

Sent:

Tuesday, December 16, 2003 10:30 AM

To: Subject: CCA - Orders / Notices Order / Notice Submitted

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) (TX) (TA) and Water and Wastewater (WAW). Issue within 48 hours.

1,795 mailed

11:34 AM\*\*\*\*\*\*\*\*\*

Matilda Sanders\*\*\*\*1

**Matilda Sanders** 

22

From:

Mary Diskerud

Sent:

Monday, January 12, 2004 11:32 AM

To:

CCA - Orders / Notices

Subject:

Order / Notice Submitted

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-PLL

From:

Blanca Bayo

Sent:

Thursday, January 29, 2004 11:09 AM 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.