
 COL All
 SCH VIIIB-2
 REDUCTIONS
 POS AMOUNT PRIORITY CODES

PUBLIC SERVICE COMMISSION 61000000
 SCHEDULE VIIIB REDUCTIONS -
 OPERATING 33B0000
 ELIMINATE FILING AND REVIEW OF
 INTEREXCHANGE TELECOMMUNICATIONS
 COMPANY TARIFFS 33B0400
 1
 TRUST FUNDS..... 1.00- 60,765- 2000
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SCH VIIIB-2 NARR 09-10 NOTES:

Interexchange Telecommunications Companies (IXCs) are required to file with the Public Service Commission tariffs stating all the charges to consumers. The tariffs are reviewed for administrative accuracy, regulatory compliance, and clarity and maintained for use in responding to consumer complaints. Elimination of this requirement would handicap the PSC in responding to consumer complaints since posting of prices on company websites, even if required, would only be adequate to address complaints pertaining to current period charges and make it difficult, at best, to help consumers. Complaints covering a longer period of time could not be addressed in a meaningful way. In FY 2007-08 there were over 592 IXC billing complaints filed with the PSC. If there is no regulatory oversight over the published charges, the language could be misleading and confusing. Consumers may be charged more than expected and not receive the services desired.

The standard recurring expense package and the standard HR services package were used in the reduction calculation.

DECLINE TO PROCESS ARBITRATION
 REQUESTS THAT COULD BE ARBITRATED
 BY THE FEDERAL COMMUNICATIONS
 COMMISSION

2 33B0290
 TRUST FUNDS..... 4.00- 287,225- 2000
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SCH VIIIB-2 NARR 09-10 NOTES:

An interconnection agreement is a contract between a local exchange company such as AT&T, Embarq, or Verizon and a competitive carrier which governs the wholesale relationship between the two carriers. If negotiations fail, carriers can request arbitration from the Public Service Commission, which hears the dispute and, based on evidence, determines the resolution of the dispute. If carriers cannot come to the Commission for arbitration, they would petition the Federal Communications Commission (FCC) for a decision on the disputed issues. The arbitration petition would be filed pursuant to federal law, and the FCC would not be required to consider state law. The FCC, rather than the PSC, would resolve any subsequent allegation of contract breach, which would strip the state of its ability to address anticompetitive behavior by one or more parties under the contract. The PSC would lose control of making a decision that could impact Florida's competitive telecommunications market.

The standard recurring expense package and the standard HR services package were used in the reduction calculation.

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SCH VIIIB-2				
REDUCTIONS				
POS	AMOUNT	PRIORITY	CODES	

<u>PUBLIC SERVICE COMMISSION</u>			61000000	
SCHEDULE VIIIB REDUCTIONS -				
OPERATING				
REDUCE NUMBER OF CUSTOMER MEETINGS				
AND SERVICE HEARINGS AND HOLD IN				
TALLAHASSEE VERSUS SERVICE				
TERRITORY				
	3.00-	3	33B0420	
TRUST FUNDS.....	188,053-		2000	
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SCH VIIIB-2 NARR 09-10 NOTES:

The Public Service Commission conducts customer meetings and service hearings for every petition for a rate increase filed by a utility. These meetings and hearings are held in the service territory of the utility so consumers can better understand the utility's request and the regulatory process, and can meet with commissioners to express their concerns. Reducing the number of meetings and holding them in Tallahassee instead of in the service territory will result in consumers being less informed on pending utility petitions. Also, commissioners will have less direct input from and involvement with the utility's customers.

The standard recurring expense package and the standard HR services package were used in the reduction calculation.

REDUCE THE PUBLIC SERVICE				
COMMISSION'S FIELD OFFICE STAFF				
	4.00-	4	33B0430	
TRUST FUNDS.....	248,858-		2000	
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SCH VIIIB-2 NARR 09-10 NOTES:

The Public Service Commission currently has three field offices located in Tampa, Miami, and Tallahassee. Field office staff consists of auditors and safety engineers who must travel to the regulated utilities' facilities throughout the state to perform their respective job functions. Reducing the number of field office staff would require the remaining field office and Tallahassee headquarters staff to absorb more duties and responsibilities and increase their travel to accomplish the necessary company audits and safety evaluations. These changes may have a negative impact on quality and efficiencies of the audit and safety programs.

The standard recurring expense package and the standard HR services package were used in the reduction calculation.

	COL All SCH VIIIB-2 REDUCTIONS			
	POS	AMOUNT	PRIORITY	CODES

<u>PUBLIC SERVICE COMMISSION</u>				61000000
SCHEDULE VIIIB REDUCTIONS -				
OPERATING				33B0000
ELIMINATE THE PUBLIC SERVICE				
COMMISSION'S CONSUMER CALL CENTER			5	33B0440
TRUST FUNDS.....	7.00-	464,882-		2000
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SCH VIIIB-2 NARR 09-10 NOTES:

The Public Service Commission's consumer call center is a central contact location where consumers can call toll free regarding utility services. Complaints identified during these calls are routed through trained staff to the appropriate location for resolution; in FY 2007-08 more than 39,000 customer complaints and information requests were closed. The centralization of phone complaints is critical for early detection of general industry trends (such as slamming and cramming) as well as a particular utility's performance. Elimination of the call center will dramatically reduce the number of complaints closed and will increase the number of state agencies and offices receiving complaints. Without centralization and handling of these complaints, consumers will call other state agencies and state offices such as the Attorney General and possibly legislators, resulting in longer resolution times. The lack of centralized handling by the PSC will result in increased consumer dissatisfaction with complaint resolution, and a decrease in the ability of consumers to obtain information. In addition, early detection of trends in industry and utility performance that may require enforcement action would not be possible.

The standard recurring expense package and the standard HR services package were used in the reduction calculation.

ELIMINATE MONITORING AND EVALUATION
 OF WHOLESALE TELECOMMUNICATIONS
 SERVICES

			6	33B0410
TRUST FUNDS.....	3.00-	211,207-		2000
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SCH VIIIB-2 NARR 09-10 NOTES:

The Public Service Commission developed wholesale performance measurement plans for the ongoing evaluation of operations support systems provided by incumbent local exchange carriers to competitive carriers. The performance measurement plans provide a standard against which competitors and the PSC can measure performance to detect and correct any degradation of service provided to the competing carriers. Elimination of this activity may result in a less competitive local market resulting in fewer competitors to offer choice to consumers.

The standard recurring expense package and the standard HR services package were used in the reduction calculation.

COL All
SCH VIIIB-2
REDUCTIONS
POS AMOUNT PRIORITY CODES

PUBLIC SERVICE COMMISSION 61000000
SCHEDULE VIIIB REDUCTIONS -
OPERATING 33B0000
REDUCE EFFORTS TO ENCOURAGE ENERGY
ALTERNATIVES SUCH AS RENEWABLE
ENERGY AND CONSERVATION 7 33B0450
TRUST FUNDS..... 3.00- 202,680- 2000
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SCH VIIIB-2 NARR 09-10 NOTES:

Statutes have recently been enacted promoting fuel diversity, renewable energy, nuclear power, and energy efficiency and conservation. The Public Service Commission is currently proactively researching and examining various conservation programs, incentives for diversity, and alternatives to fossil fuels. Reduced staffing will severely limit the research and examination of state-of-the-art technologies that could provide Florida with alternative fuel resources. This will result in lower than otherwise levels of renewable energy and energy efficiency/conservation. Also, reduced review of nuclear cost recovery filings will lead to higher customer charges. Nuclear cost recovery filings are expected to begin this year and continue for the next ten years.

The standard recurring expense package and the standard HR services package were used in the reduction calculation.

ELIMINATE PAY TELEPHONE
EVALUATIONS, 911 TEST CALLS,
TESTING OF PREPAID CALLING CARDS
AND POLE INSPECTIONS 8 33B0460
TRUST FUNDS..... 3.00- 192,713- 2000
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SCH VIIIB-2 NARR 09-10 NOTES:

The Public Service Commission conducts numerous tests and inspections related to the telecommunications industry. Pay telephones are inspected to ensure they have dial tone, meet ADA standards, are well maintained and offer directory assistance. 911 calls are tested for connection and time. Prepaid calling cards are tested for accuracy of rates, times, surcharges and expiration. Poles are inspected for visible damage, downed lines, vegetation or unsafe condition. Elimination of these activities may well result in decline of the quality and condition of pay telephone service, failure of 911 calls to be completed in a timely manner and consumers being overcharged for calls using prepaid cards. In addition, many problems with poles may go undetected resulting in service failures or downed poles during inclement weather.

The standard recurring expense package and the standard HR services package were used in the reduction calculation.

 COL All
 SCH VIIIB-2
 REDUCTIONS
 POS AMOUNT PRIORITY CODES

PUBLIC SERVICE COMMISSION 61000000
 SCHEDULE VIIIB REDUCTIONS -
 OPERATING 33B0000
 CONDUCT MINIMAL REVIEW AND ANALYSES
 OF UTILITY INFORMATION FILED IN
 SUPPPORT OF RATE INCREASE REQUESTS 9 33B0470
 TRUST FUNDS..... 6.00- 430,786- 2000
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SCH VIIIB-2 NARR 09-10 NOTES:

Utility companies' petitions for rate increases must contain supporting data for all costs, assumptions and decisions. These filings consist of thousands of pages of information and hundreds of thousands of numbers. This information is reviewed and analyzed to determine if all of the costs were necessary and prudent and should, therefore, be recovered in rates. If the current level of review and analysis is not maintained, consumers will pay higher prices for utility services than they should.

The standard recurring expense package and the standard HR services package were used in the reduction calculation.

REDUCE THE NUMBER OF MANAGERIAL
 AND/OR ADMINISTRATIVE SUPPORT STAFF 10 33B0190
 TRUST FUNDS..... 10.00- 506,941- 2000
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SCH VIIIB-2 NARR 09-10 NOTES:

In the event of a major reduction of the Public Service Commission's budget resulting in the loss of professional staff positions, there would be a corresponding reduction in the positions that provide support in such areas as information technology services, court reporting, Commission Clerk services, reference library, and administrative services such as HR, accounting, facilities management, print shop, mailroom, etc.

The standard recurring expense package and the standard HR services package were used in the reduction calculation.

TOTAL: PUBLIC SERVICE COMMISSION 61000000
 BY FUND TYPE
 TRUST FUNDS..... 44.00- 2,794,110- 2000
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