

LET THE FLORIDA PUBLIC SERVICE COMMISSION HELP

You are entitled to receive safe, reliable utility service at reasonable rates. The rates and services of investor-owned utility companies in Florida are regulated by the Florida Public Service Commission.

If you have questions,
you may call the PSC at

1-800-342-3552,

fax your questions to

1-800-511-0809,

or contact the PSC via the
following E-mail address:

contact@psc.state.fl.us.

See our Internet home page at
www.floridapsc.com.

Or write to the
Florida Public Service Commission
Office of Consumer Assistance & Outreach
2540 Shumard Oak Boulevard
Tallahassee, Florida
32399-0850

24-Hour Online Complaint Forms
www.floridapsc.com

FLORIDA
PUBLIC
SERVICE
COMMISSION



IF YOU HAVE A
PROBLEM WITH
**UTILITY
SERVICE
OR RATES**

FLORIDA
PUBLIC SERVICE
COMMISSION

NOVEMBER 2012



WHICH UTILITIES ARE REGULATED BY THE PSC?

The Public Service Commission (PSC) regulates rates and services of investor-owned electric and natural gas utilities. Privately owned water and wastewater utilities also are regulated in the counties where the Board of County Commissioners has officially transferred jurisdiction to the PSC. The PSC also reconciles intercarrier disputes, arbitrations, and interconnection agreements to facilitate a competitive telecommunications market.

The Commission does not have authority to regulate the rates established by municipal electric utilities or electric cooperatives. However, it does have limited jurisdiction to review the relationships between the rates a municipal or cooperative electric utility charges its different classes of customers to make sure the rate structure is not discriminatory.

When there are disputes between utilities about serving a particular area, the Commission has the authority to consider the effect on the customers and to determine which utility should serve in that area. The Commission also establishes service standards that regulated utilities must meet.

UTILITY ACTION

If you have a problem with the rates or services provided by your utility company, contact the company and explain your problem. Make sure to provide all the facts necessary to support your complaint. The utility company should investigate and provide an explanation of the action it will take.

If you do not hear from the utility within a reasonable time, or if you are not satisfied with the utility's action, you may contact the Florida Public Service Commission.

THE PSC'S OFFICE OF CONSUMER ASSISTANCE & OUTREACH CAN HELP

Consumer complaint analysts handle more than 60,000 calls a year and have saved Florida consumers involved in utility-related problems several million dollars.

Here are some examples of types of problems PSC consumer complaint analysts can help you with:

- ◆ improper termination of your utility service
- ◆ charges on your utility bill that you believe are incorrect or unauthorized
- ◆ problems with reading your meter
- ◆ customer deposits for utility services
- ◆ poor quality of service
- ◆ high bill complaints
- ◆ problems with delayed connection of service
- ◆ problems with back billing

FILING YOUR COMPLAINT WITH THE COMMISSION

You may submit a complaint by visiting the PSC's Internet home page at www.floridapsc.com and completing an on-line complaint form. You may also file a complaint by telephone at 1-800-342-3552, or fax your concerns to 1-800-511-0809. In addition, you may mail a written complaint to the Florida Public Service Commission, Office of

Consumer Assistance & Outreach, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850. You do not need an attorney to file your complaint. Individuals having specific legal questions may refer to Chapters 350, 364, 366, and 367, Florida Statutes.

You can save time for yourself and the PSC staff by providing complete information about your complaint. Before your complaint can be investigated, the staff needs the following information:

- ◆ Your name, street address/or box number, city, county, and zip code
- ◆ The name of the utility and your account number
- ◆ The names of company personnel you have contacted
- ◆ The complete facts of your complaint
- ◆ The action the utility took on your complaint
- ◆ A brief explanation of the desired solution

ACTION ON YOUR COMPLAINT

PSC staff will review your complaint and discuss the problem with you. Though the PSC cannot resolve every complaint to the customer's satisfaction, PSC staff act promptly on complaints and make every effort to see that they are handled fairly.

Most complaints are resolved in an informal manner through discussions involving the customer, the utility, and the PSC staff. However, if these efforts are not satisfactory, the staff can provide you with information on how to obtain further review of your complaint.