

**F L O R I D A**

**RSC**

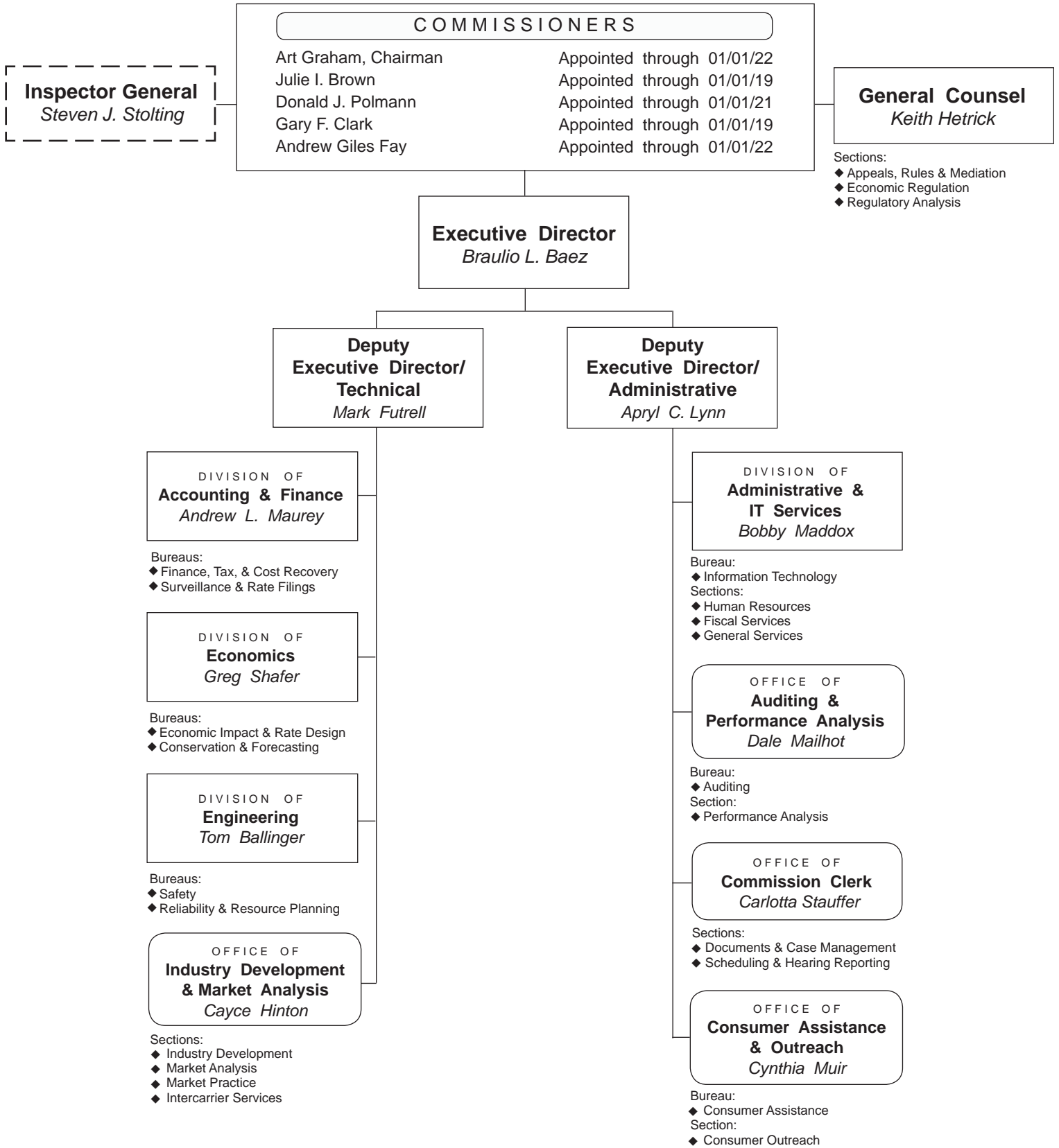
**Inside the**

**2018**

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# PSC Organizational Chart



## FPSC COMMISSIONERS



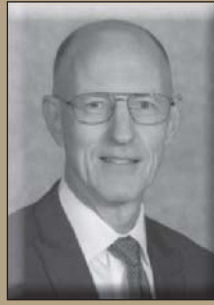
COMMISSIONER  
Gary F. Clark



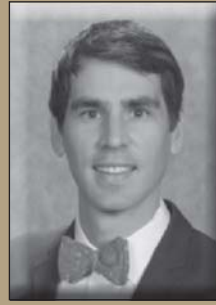
COMMISSIONER  
Julie I. Brown



CHAIRMAN  
Art Graham



COMMISSIONER  
Donald J. Polmann



COMMISSIONER  
Andrew Giles Fay

**Art Graham** was appointed to the Florida Public Service Commission by Governor Charlie Crist in July 2010 and was twice reappointed by Governor Rick Scott, most recently for a term through January 2022. He was elected to serve as Commission Chairman from January 2018 through January 2020. He has served two previous terms as Commission Chairman, working with his colleagues and industry representatives to find ways to hold down rates for Florida's consumers and businesses. ♦ Chairman Graham is a member of the National Association of Regulatory Utility Commissioners (NARUC) and serves on the Committee on Electricity. He previously served on NARUC's Committee on Water from 2010 through 2016 and was appointed Co-Vice Chair in January 2015. He currently serves on the IEEE Standards Association subcommittee updating the National Electrical Safety Code's standards for strength and loading of overhead lines. ♦ Prior to his appointment as Commissioner, he served on the Jacksonville City Council. Among his duties as Council Member, Chairman Graham helped oversee the budget of JEA, a publicly owned electric, water, and wastewater utility, and chaired the Transportation, Energy, and Utilities Committee. Previously he was on the City Council in Jacksonville Beach, which owns and operates the Beaches Energy electric utility. ♦ He is a past chair of the North Florida Transportation Planning Organization and vice president of the Northeast Florida Regional Council. He was President of ART Environmental Consulting Services from 2005 to 2009, having previously worked on electric power generating boilers and wastewater reduction as a recovery engineer with Georgia Pacific Pulp and Paper. ♦ He received a bachelor's degree in chemical engineering from the Georgia Institute of Technology in Atlanta. He is also a 2001 graduate of Leadership Jacksonville and a 2008 graduate of Leadership Florida.

**Julie Imanuel Brown** was reappointed to the Florida Public Service Commission by Governor Rick Scott for a four-year term beginning January 2, 2015 and ending January 1, 2019. Commissioner Brown served as Commission Chairman from January 2016-January 2018. She was first appointed to the Commission by Governor Charlie Crist and was reappointed by Governor Rick Scott for a four-year term beginning January 2, 2011. Prior to her appointment, she was Associate Legal Counsel of First American Corporation, a Fortune 500 company, where she handled a variety of legal issues in the Eastern, Midwest and Mid-Atlantic Regions, including corporate compliance with regulatory authorities. ♦ Previously an Assistant City Attorney for the City of Tampa, Commissioner Brown specialized in contract, regulatory and administrative law while acting as legal advisor to the City of Tampa for wastewater, stormwater, land development coordination, and other matters. She also worked as a corporate attorney at Shumaker, Loop and Kendrick, LLP in Tampa, Florida, specializing in mergers and acquisitions and securities law. ♦ Commissioner Brown is a member of the National Association of Regulatory Utility Commissioners (NARUC) and serves on NARUC's Committee on Gas, Subcommittee on Nuclear Issues-Waste Disposal, and its Presidential Natural Gas Access and Expansion Task Force to help expand natural gas service in neglected and rural areas. She previously served on NARUC's Committee on Energy Resources and the Environment. Commissioner Brown was recently appointed to the NARUC-U.S. Department of Energy Natural Gas Infrastructure Modernization Partnership, facilitating investments in natural gas infrastructure modernization and repairs to natural gas distribution pipeline networks. ♦ In January 2017, Commissioner Brown was selected to serve on the Financial Research Institute's Advisory Board. Commissioner Brown was also elected as Vice Chairman of the Gas Technology Institute's Public Interest Advisory Committee in October 2016. A member of the Nuclear Waste Strategy Coalition since 2011, she was elected in early 2016 to serve on its Executive Committee to lead the group's efforts to expand membership. ♦ Commissioner Brown chaired the Florida Legislature's Study Committee on Investor-Owned Water and Wastewater Utility Systems and previously served on the New Mexico State University's Center for Public Utilities Advisory Council. Her civic affiliations have included the City of Tampa's Architectural Review Commission, the Board of Directors for the Tampa Firefighters Museum, and the Florida Bar's 13th Judicial Circuit Bar Grievance Committee. ♦ Commissioner Brown graduated magna cum laude with a Bachelor of Science from the University of Florida, where she was the recipient of the Outstanding Female Leader award, President of Florida Blue

Continued

Key, inducted into the Hall of Fame, and received the Dean's Cup for the College of Journalism and Communications. She earned a Juris Doctorate from the University of Florida Levin College of Law, is a member of the Florida Bar, and a member of Leadership Florida, Class XXXIII. Her graduate education included study abroad at the University of Montpellier College of Law in France. ♦ Commissioner Brown and her husband have two children.

**Donald J. Polmann, Ph.D., P.E.**, was appointed to the Florida Public Service Commission (PSC) by Governor Rick Scott for a term beginning January 2, 2017. ♦ Prior to his appointment to the PSC, Commissioner Polmann served as Director of Science and Engineering for Tampa Bay Water, the largest wholesale drinking water supplier in the Southeastern United States. Commissioner Polmann was responsible for strategic planning, engineering and permitting; future needs analysis incorporating risk and reliability; capital, energy, and conservation plans; water-use and environmental permits and compliance; resource management and supply development; and regulatory agency relations. He also served as a primary negotiator on complex permits, rules, settlements, and contracts. Commissioner Polmann had a major role supporting the agency's public-private partnership engagements for alternative supplies and regional infrastructure. The regional water supply authority meets Tampa Bay's drinking water needs with a diverse, flexible supply network, and state-of-the-art water quality monitoring; the region's water is blended from three different sources: groundwater, surface water, and desalinated seawater. ♦ Commissioner Polmann also served as a consulting engineer in private practice for a decade, most recently at ATKINS as Senior Project Director for public sector clients concerning water and environment. Before this, at AMEC in environmental and water resource engineering for a broad set of public and private clients. ♦ His undergraduate degree in Environmental Engineering, with a Minor in Economics, is from Rensselaer Polytechnic Institute. Commissioner Polmann holds a Master's degree in Environmental Engineering Sciences from the University of Florida and a Ph.D. in Civil Engineering from the Massachusetts Institute of Technology. He is a member of the External Advisory Board for the University of Florida Engineering School of Sustainable Infrastructure and Environment. He was named Florida Government Engineer of the Year and is a current member of the Florida Engineering Society, the American Society of Civil Engineers, the National Society of Professional Engineers, and the American Geophysical Union. Commissioner Polmann is a past member, Board of Directors, Waste Reuse Research Foundation. He is a graduate, Class of 2004, of the Florida Engineering Leadership Institute. Dr. Polmann's special interests include volunteer work in public schools. ♦ Commissioner Polmann has lived in Florida since 1969. He is married with two children.

**Gary F. Clark** was appointed to the Florida Public Service Commission (PSC) by Governor Rick Scott on September 15, 2017 to fill an unexpired term. ♦ Prior to his appointment to the PSC, Commissioner Clark most recently served as the Deputy Secretary of Land and Recreation for the Florida Department of Environmental Protection, where he oversaw the 174 state parks and trails, and the Division of State Lands. In this role, he also served as the chair of the Florida Acquisition and Restoration Council and as chairman of the governing board of the Florida Communities Trust. ♦ Commissioner Clark spent the majority of his professional career at West Florida Electric, where he served as the Vice President of Member Services. During his tenure, Commissioner Clark worked in many areas of the company and led the company's diversification efforts. He served for many years as a member of the Association of Energy Engineers where he also earned the distinction as Certified Energy Manager. ♦ Commissioner Clark is recognized for his leadership and service to his community. He has served in several capacities including Washington County School Board member, Chipola College Board of Trustees, Washington County Chamber of Commerce Board of Directors, and the Northwest Florida Water Management District Governing Board. Because of his noteworthy leadership, he has received numerous awards and recognitions. ♦ Commissioner Clark is a graduate of Chipola College and the University of Phoenix and holds a Bachelor of Science in Business Administration. A lifelong resident of Washington County, he has owned and managed several small business operations in Northwest Florida. Commissioner Clark and his wife have two children.

**Andrew Giles Fay** was appointed to the Florida Public Service Commission by Governor Rick Scott for a term ending on January 1, 2022. Commissioner Fay comes from the Office of the Attorney General, where he served as Special Counsel and Director of Legislative Affairs, Cabinet Affairs, and Public Policy. ♦ As counsel to the Attorney General, Commissioner Fay worked directly with the Power Plant Siting Act, assisting on issues associated with the Florida Cabinet's consideration of electric facility construction and upgrades. Commissioner Fay also served as an advisor to the Attorney General in her work on the Constitution Revision Commission, providing research and information on the energy industry. ♦ Commissioner Fay served under Attorney General Pam Bondi since her office was established in 2011. First serving as Assistant Attorney General, he was the lead attorney on all Legislative matters and also drafted legislation most notably Florida's Information Protection Act (FIPA). ♦ In 2016, Commissioner Fay was named Government Attorney of the Year by the Florida Government Bar Association for his work assisting victims of the attack on the Pulse Nightclub in Orlando. He was also recognized by Florida Trend Magazine as a Legal Elite Government Lawyer in 2016 and 2017.

# FPSC Commissioners

**Chairman Art Graham**, (850) 413-6040  
(Term ends January 2022; first term began July 2010)

**Commissioner Julie I. Brown**, (850) 413-6042  
(Term ends January 2019; first term began January 2011)

**Commissioner Donald J. Polmann**, (850) 413-6044  
(Term ends January 2021)

**Commissioner Gary F. Clark**, (850) 413-6038  
(Term ends January 2019)

**Commissioner Andrew Giles Fay**, (850) 413-6046  
(Term ends January 2022)

## Executive Management

Executive Director  
**Braulio L. Baez**, (850) 413-6463

Deputy Executive Director/Administrative  
**Apryl C. Lynn**, (850) 413-6345

Deputy Executive Director/Technical  
**Mark Futrell**, (850) 413-6055

## General Counsel

General Counsel  
**Keith Hetrick**, (850) 413-6199

## Inspector General

Inspector General  
**Steven J. Stolting**, (850) 413-6071

# Division Directors and Office Heads

Director, Division of Accounting & Finance  
**Andrew L. Maurey**, (850) 413-6900

Director, Division of Administrative & IT Services  
**Bobby Maddox**, (850) 413-6330

Director, Office of Auditing & Performance Analysis  
**Dale Mailhot**, (850) 413-6854

Director, Division of Economics  
**Greg Shafer**, (850) 413-6958

Director, Division of Engineering  
**Tom Ballinger**, (850) 413-6910

Commission Clerk, Office of Commission Clerk  
**Carlotta Stauffer**, (850) 413-6770

Director, Office of Industry Development & Market Analysis  
**Cayce Hinton**, (850) 413-7160

## Media

Director, Office of Consumer Assistance & Outreach  
**Cynthia Muir**, (850) 413-6482

## Consumer Assistance

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

Local Consumer Assistance Line: 850-413-6100  
Toll Free Consumer Assistance Line: 1-800-342-3552  
Toll Free Fax: 1-800-511-0809

E-mail address: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)  
Website: [www.FloridaPSC.com](http://www.FloridaPSC.com)

# PSC Mission Statement

To facilitate the efficient provision of safe and reliable utility services at fair prices.

## Composition of the PSC

The Public Service Commission consists of five members selected for their knowledge and experience in one or more fields substantially related to the duties and functions of the Commission. These fields include economics, accounting, engineering, finance, natural resource conservation, energy, public affairs, and law.

The Chairman is the chief administrative officer of the Commission, presiding at all hearings and conferences when present, setting Commission hearings, and performing those duties prescribed by law. The Chairman is elected by the Commission pursuant to law.

A Commissioner is appointed by the Governor and confirmed by the Senate. Commissioners serve terms of four years, as provided in Chapter 350, Florida Statutes. Prior to 1979, three Commissioners were elected in a statewide election. The 1978 Legislature changed the Commission to a five-member appointed board.

## Maintaining the Balance

The work of the Florida Public Service Commission is a balancing act. The Commission must balance the needs of a utility and its shareholders with the needs of consumers. Traditionally, the Commission achieved this goal by establishing exclusive utility service territories, regulating the rates and profits of a utility, and requiring the utility to provide service to all who requested it. For electric and water customers in the state, many of the Commission's traditional methods for achieving the balance continue today. Legislative action during the 1995 session to open up the local telephone market to increased competition, however, required the Commission to facilitate entry of new firms into the local telephone market, while at the same time ensuring that neither the new entrant nor the incumbent local exchange company is unfairly advantaged or disadvantaged. Section 364.01(4), F.S., calls for the Commission to exercise its jurisdiction to encourage and promote competition.

In 2011, legislation was approved that reduced the Commission's jurisdiction over the telecommunications industry. The Commission retains the authority to ensure that incumbent local exchange carriers meet their obligation to provide unbundled access, interconnection, and resale to competitive local exchange companies in a nondiscriminatory manner. And, the Commission oversees the federal Lifeline Assistance program in Florida, and the administration of a statewide telecommunications access system to provide Telecommunications Relay Services for the deaf, hard-of-hearing, or speech impaired.



# Calendar of Historical Events Related to the PSC

<b>1887</b>	<b>Florida Railroad Commission</b> was established, Chapter 3746
<b>1891</b>	Repeal of Chapter 4068, abolishing the <b>Florida Railroad Commission</b>
<b>1897</b>	Enactment of Chapter 4700, re-establishing the <b>Florida Railroad Commission</b>
<b>1911</b>	Jurisdiction over telephone services added
<b>1929</b>	Jurisdiction over motor carrier transportation added
<b>1947</b>	Name changed to <b>Florida Railroad and Public Utilities Commission</b>
<b>1951</b>	Jurisdiction over investor-owned electric utilities added
<b>1952</b>	Jurisdiction over investor-owned natural gas utilities and safety only for municipally owned gas utilities added
<b>1959</b>	Jurisdiction over privately owned water and wastewater companies added
<b>1963</b>	Name changed to <b>Florida Public Utilities Commission</b>
<b>1965</b>	Name changed to <b>Florida Public Service Commission</b>
<b>1972</b>	Jurisdiction over airlines added
<b>1974</b>	Rate structure jurisdiction over municipal and rural cooperative electric utilities added
<b>1978</b>	Airlines were deregulated
<b>1979</b>	Commission composition changed from three elected to five appointed Commissioners
<b>1980</b>	Motor carriers were deregulated
<b>1985</b>	Railroads were deregulated
<b>1986</b>	Safety jurisdiction over all electric utilities added
<b>1992</b>	Jurisdiction over intrastate natural gas pipelines added
<b>1995</b>	Legislature opened up local telecommunications market to increased competition
<b>2011</b>	The Commission's jurisdiction over telecommunications was reduced

# Commission Responsibilities

The Florida Legislature adopted Florida Statutes 350 and 364-368 to establish the powers and responsibilities of the Florida Public Service Commission (PSC or Commission) as a regulator of public utilities under its jurisdiction. The Commission is committed to making sure that Florida's consumers receive some of their most essential services -- electric, natural gas, telephone, water, and wastewater -- in a safe, affordable, and reliable manner. In doing so, the PSC exercises regulatory authority over utilities in one or more of three key areas: rate base/economic regulation; competitive market oversight; and monitoring of safety, reliability, and service issues. Those areas are briefly described as follows:

- ◆ Rate base/economic regulation involves analyzing requested rate changes and conducting earnings surveillance to ensure that regulated utilities are not exceeding their authorized rates of return.
- ◆ Competitive market oversight entails facilitating the development of competitive markets and issues associated with them.
- ◆ Safety, reliability, and service monitoring ensures an uninterrupted supply of utility services to the general public, and confirms that such services are provided in a reasonable and timely manner with minimal risks.

In 2017, the FPSC regulated 5 investor-owned electric companies, 8 investor-owned natural gas utilities, and 150 investor-owned water and/or wastewater utilities and had competitive market oversight for 336 telecommunications companies in Florida.

The number of certificated telecommunications companies as of November 2017 was as follows:

- ◆ 10 incumbent local exchange companies (ILECs)
- ◆ 238 competitive local exchange companies (CLECs)
- ◆ 48 pay telephone companies (PATs)
- ◆ 21 alternative access vendors (AAVs)
- ◆ 14 shared tenant service providers (STS)

The FPSC does not regulate the rates and service quality of publicly owned municipal or cooperative electric utilities; however, the Commission does have jurisdiction regarding rate structure, territorial boundaries, bulk power supply operations, and power supply planning over 35 municipally owned electric systems and 18 rural electric cooperatives. The FPSC has jurisdiction regarding territorial boundaries and safety, over 27 municipally owned natural gas utilities and 4 gas districts. In addition, the Commission exercises safety authority over all electric and natural gas systems operating in the state.

# How Rates Are Set

Whenever a jurisdictional rate-base-regulated gas, electric, or water or wastewater company wants to change its rates, it must receive permission from the PSC. The PSC then investigates its request and sets new rate levels if the request is valid. The investigation is extensive with many PSC staff members helping the Commission assess the company's request. The Public Service Commission has the responsibility to set rates that are fair, just, and reasonable. It is also required to set rates to allow utility investors an opportunity to earn a reasonable return on their investment.

## Public Input

As part of its investigation in rate cases, the PSC often holds a customer hearing within the utility's service area so that the Commissioners can hear from the public. Customers may comment or ask questions on the proposed rates or make statements relating to the utility's operations. The Office of Public Counsel (OPC), who is appointed by the Florida Legislature, represents customers at rate case hearings.

## Technical Hearings

Following customer hearings, technical hearings similar to courtroom proceedings are held in which evidence is presented by expert witnesses in support of each viewpoint represented. Witnesses are cross-examined by the utility, intervenors, staff, and the OPC. This information is utilized by the Commission when it evaluates company requests.

## Commission Decision

The utility is required to justify all of its expenses for the operations of the utility. An expense that the Commission determines to be improper, imprudent, or unnecessary is disallowed and is excluded from the amount the utility is allowed to collect from customers.

The Commission also looks at the amount utility stockholders have invested in utility plant and other facilities and allows a reasonable return on the investment necessary to provide good service.

After all evidence is presented, the Commission reviews the record that has been developed and renders a decision. The decision it makes will determine the level of rates the company will be permitted to collect.

Rates are calculated to generate revenues that allow a company the opportunity to earn the amount needed for the approved expenses plus the authorized return. However, there is no guarantee that the authorized return will be achieved.

Once the final order is issued, the Commission's decision can be appealed to the state's appellate court system.

# Public Involvement at the PSC

The Public Service Commission is aware of the importance of public involvement in decisions that affect utility companies and their consumers. Public involvement may take several forms, from simply receiving news releases or other notices of PSC activities, to appearances at public meetings or formal participation in rate cases.

## General Information

General information about all PSC programs is available from the Florida Public Service Commission's Office of Consumer Assistance & Outreach at 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. You may also call 1-800-342-3552, or fax your questions and/or comments to 1-800-511-0809. In addition, you may contact the PSC via the following E-mail address: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us). 24-hour online complaint forms are available at [www.FloridaPSC.com](http://www.FloridaPSC.com).

A variety of brochures on utility regulation, conservation, and PSC programs are available from our home page ([www.FloridaPSC.com](http://www.FloridaPSC.com)), or may be obtained by calling our consumer line at 1-800-342-3552.

## Consumer Brochures & Reports

- ◆ A Guide to Utility Assistance in Florida
- ◆ Conservation House
- ◆ Conserve Your World (English, Spanish & Creole)
- ◆ Consumer Publications Available from the FPSC (English & Spanish)
- ◆ Electric Power Interruptions (Momentary Outages)
- ◆ FPSC Annual Report
- ◆ FPSC Bookmark
- ◆ FPSC Facts & Figures (English & Spanish)
- ◆ FPSC Scam Alert
- ◆ Florida Be Prepared (English & Spanish)
- ◆ Get Wise and Conserve Florida!
- ◆ Hurricane House - Be Prepared
- ◆ If You Have Problems with Utility Service or Rates (English, Spanish & Creole)
- ◆ Inside the Florida PSC
- ◆ Lifeline Assistance Programs (English, Spanish, Creole, English & Spanish large print)
- ◆ Low-Cost Home Internet Service Plans for Qualifying Households
- ◆ Natural Gas Utility Regulation in Florida
- ◆ Reducing Electric Costs
- ◆ Price Index and Pass Through Rate Adjustments for Water and Wastewater Utilities
- ◆ Rate Case Procedures for Water and Wastewater Utilities
- ◆ Save Money On Your Water Bill Drop by Drop
- ◆ Utility Ratemaking in Florida
- ◆ Water & Wastewater Jurisdictional Counties Map
- ◆ Water Management in Florida
- ◆ What You Need to Know About Electric & Natural Gas Service
- ◆ When To Call the Florida Public Service Commission (English, Spanish & Creole)
- ◆ Where To Find Help in Florida
- ◆ Your Water and Wastewater Service (English & Spanish)

## Press Releases

Press releases are prepared on important PSC decisions and activities, as well as on relevant issues affecting Florida's consumers. Press releases can be accessed on the PSC's website home page, [www.FloridaPSC.com](http://www.FloridaPSC.com). The Office of Consumer Assistance & Outreach can be reached at (850) 413-6482.

## Annual Report

The PSC publishes an annual report that provides an overview of its organizational structure and includes brief summaries of its divisions and their major areas of responsibility. The report describes the PSC's participation in developments resulting from the rapid changes in the state's utility industries and reflects the Commission's historical progression, as well as future issues to be addressed.

## Weekly Summary of Orders and New Dockets Opened Reports

Reports of the PSC's orders and a listing of new dockets opened are published weekly and are available online at [www.FloridaPSC.com](http://www.FloridaPSC.com). (Click on **Clerk's Office** and then **Weekly Report of New Dockets and Summary of Orders**.) To subscribe to these reports by mail, contact the Office of Commission Clerk at (850) 413-6770.

## PSC Website

The Commission's website address is [www.FloridaPSC.com](http://www.FloridaPSC.com). PSC press releases, brochures, reports, and other items of interest can be found on the website. In addition, the weekly summary of orders, report of new dockets opened, and current and previous agendas and recommendations are accessed on the home page. The PSC also provides audio and video access to its Commission Conference meetings and hearings.

# Does the PSC Have Public Meetings?

Yes. Public meetings called “Commission Conferences” are held each month in the Betty Easley Conference Center’s Joseph P. Cresse Hearing Room, 4075 Esplanade Way, Tallahassee. Commission Conferences are noticed in the Florida Administrative Weekly approximately ten (10) days in advance of each conference. At these meetings, the Commission makes its decisions on docketed cases.

The public may address the Commission on these cases if the case has not yet been to hearing. If the case has been to hearing, the public may observe, but may not address the Commission, because the evidentiary record has closed.

Other public meetings and workshops are held in Tallahassee and other locations as needed. Public notice is given for all public meetings. Staff members from major industry areas attend the public meetings and are available to answer questions or explain issues. The Commission calendar may be viewed on the PSC website.

## Copies of Agendas and Staff Recommendations

- (1) The agenda for meetings is prepared by the Commission in time to ensure that a copy may be received at least seven days before the meeting by any person in the state who has requested a copy and pays for it.
- (2) The agenda and staff recommendations are available online at [www.FloridaPSC.com](http://www.FloridaPSC.com). (Click on **Conferences and Meeting Agendas** and then **Commission Conferences of the FPSC**.)
- (3) Copies of staff recommendations for items on the agenda may also be obtained from the Office of Commission Clerk upon request and payment of the applicable copying fee. Parties to a proceeding are entitled to one copy of the staff recommendation filed in the proceeding at no cost.

# How Do I Participate in Public Service Commission Cases?

There are two ways to participate in the proceedings before the Commission, as an “interested person” or as a formal “intervenor.”

## Interested Persons

Interested persons may submit written or present oral comments at the public testimony portion of hearings in formal proceedings. They may also submit written comments to the Florida Public Service Commission, Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850.

## Intervenors


Intervenors in rate case proceedings may file testimony, cross-examine witnesses, and be cross-examined themselves. Because formal participation is more demanding and technical in nature, that level of involvement is normally used by organizations with resources to hire attorneys, or by individuals who are very familiar with utility matters. Intervenor status must be approved by the Commission. Instructions on how to petition to become an intervenor are available from the PSC’s Office of General Counsel, (850) 413-6248. In addition, the Office of Public Counsel (OPC) is authorized by law to represent consumers in proceedings before the PSC. The OPC can be reached at (850) 488-9330, or visit its website at [www.floridaopc.gov](http://www.floridaopc.gov). Procedural requirements for participation in formal Commission hearings are codified in Chapter 25-22, Florida Administrative Code.

## Mailing List

The Office of Commission Clerk maintains mailing lists to keep interested persons informed of meetings, hearings, or other major steps in pending cases. Anyone wanting to be placed on the official docket mailing list of a particular utility case or on a general mailing list to receive notices of all hearings, workshops, or meetings in a specific industry may contact the Commission Clerk at (850) 413-6770.

## Contact Information

The PSC has a toll-free consumer number, **1-800-342-3552**, a toll-free fax number, **1-800-511-0809**, and an E-mail address, [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us), that consumers can use to reach the PSC. Hours of operation are from 8 a.m. to 5 p.m., Monday through Friday, except state holidays.



## Florida Public Service Commission

2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

The Public Service Commission provides a staff of specialists who are available to answer questions from Florida consumers.

To reach a PSC consumer representative,  
please call during business hours at  
(850) 413-6100, toll free at **1-800-342-3552**,  
or send a fax to 1-800-511-0809.

E-mail Address:  
*[contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)*

Website:  
[www.FloridaPSC.com](http://www.FloridaPSC.com)

