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July 29, 2025

**VIA ELECTRONIC FILING**

Mr. Adam J. Teitzman  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Re: Docket No. 20250029-GU, Petition for Rate Increase by Peoples Gas System, Inc.

Dear Mr. Teitzman:

Attached for filing in the above docket is Peoples Gas System, Inc.'s Report on Customer Service Hearings.

Thank you for your assistance in connection with this matter.

Sincerely,

A handwritten signature in blue ink that reads "Malcolm N. Means".

Malcolm N. Means

MNM/  
Attachment

cc: All parties of record (w/attachment)

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition for Rate Increase by Peoples  
Gas System, Inc.

DOCKET NO. 20250029-GU

FILED: July 29, 2025

**PEOPLES GAS SYSTEM, INC.'S  
REPORT ON CUSTOMER SERVICE HEARINGS**

The Florida Public Service Commission conducted customer service hearings for the above-captioned matter on July 14, July 16, and July 17. *See* DN 06873-2025 (July 14 service hearing); DN 06874-2025 (July 16 service hearing); DN 06875-2025 (July 17 Service hearing). The following constitutes Peoples Gas System, Inc.'s ("Peoples Gas" or the "company") report on its efforts to assist customers that identified specific service issues and requested follow-up from Peoples Gas at these service hearings.

A total of 4 Peoples Gas customers attended the company's three service hearings and offered testimony regarding the company's service and rate request. Out of these 4 participants, the company identified 3 customers that requested assistance from the company regarding their concerns. This report addresses how the company response to the concerns raised by these customers, as well as comments offered by Mr. Jason LaGosh.

**1. Jason LaGosh**

Mr. LaGosh appeared at the July 14<sup>th</sup> service hearing and wanted to share his experience with Peoples Gas, which he stated has been an entirely positive one. Mr. LaGosh highlighted the "incredibly simple" process from inquiring if natural gas was available through installation of service and mentions the professionalism of all employees. As a customer of over two years, he stated he finds the service to be both reliable and affordable and appreciates the quality service provided.

## **2. Julia Segul**

Ms. Segul appeared at the July 14<sup>th</sup> service hearing and stated her usage is very low and expressed concern of the total bill amount after taxes and fees. She stated there should be a discount for seniors or those on a limited income. She voiced concerns about the affordability of natural gas and is considering switching to electric appliances.

A Peoples Gas representative followed up with Ms. Segul on July 14<sup>th</sup> to discuss her concerns and inquire whether she needed any payment arrangements or financial assistance. Ms. Segul indicated that she is mindful of her usage and manages her budget accordingly. During the conversation, they reviewed the proposed rate changes and the potential impact if approved. Ms. Segul stated that she has not experienced any other issues with the company and will wait for the final decision on the rates before making any changes. She was provided with the representative's direct contact information should she have further questions or require assistance in the future.

## **3. Ram Ramadoss**

Mr. Ramadoss appeared at the July 14<sup>th</sup> service hearing and presented six questions for consideration. A Peoples Gas representative followed up with him on July 16<sup>th</sup>. While the representative was able to provide an immediate response to one of his questions, she requested additional time to gather accurate information for the remaining five questions. Mr. Ramadoss was understanding and agreed to forward the questions he had previously submitted to the FPSC Clerk via email to the representative for further review. The Peoples Gas representative followed up with Mr. Ramadoss on July 29<sup>th</sup> to provide responses to the remaining questions.

## **4. Stephen Light**

Mr. Light spoke at the July 14<sup>th</sup> service hearing, calling Peoples Gas's proposed rate increases excessive. As an RS2 customer, he cited a 45% rise in the customer charge and 32% in

distribution charges. He believes when he moved into his new home, he should have qualified for RS1 and expressed concern that RS1 customers face phase-out and increases up to 86%, which would burden seniors. He criticized the company's expansion as unnecessary in Florida and argued that costs are being unfairly passed to customers. He also raised concerns about lack of transparency, limited competition, and the potential for customers to switch to electric alternatives. Mr. Light urged the Commission to cap the rate increase at 8% with no customer charge.

A Peoples Gas representative spoke with Mr. Light on July 14<sup>th</sup> to review his account. Mr. Light believes he should have been placed on RS1 when service began, as he only uses a cooktop and water heater, despite the home being piped for four gas appliances. The representative explained that RS2 classification was appropriate based on the home's setup and advised that he could request a manual reclassification review in December (12 months of service). However, informed Mr. Light based on current usage, the 12-month consumption may still exceed RS1 qualifications.

Mr. Light also raised concerns about installation costs, referencing another customer who received free installation. The representative clarified that the no-cost installation incentive ended about two years ago. Mr. Light expressed disapproval of the proposed rate increase and suggested Peoples Gas should source gas from different suppliers, which the representative confirmed they do.

### **Summary and Conclusion**

A total of 4 Peoples Gas customers appeared at the services hearings, with 3 requesting assistance or follow-up from the company. The company has followed up with each of these customers and was able to address almost all of the issues they raised. Follow-ups addressed

account details, rate eligibility, and clarified past incentives and sourcing practices. At the July 14 hearing, four customers shared both positive and negative feedback.

Dated this 29<sup>th</sup> day of July, 2025.

Respectfully submitted,

A handwritten signature in blue ink that reads "Malcolm N. Means".

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ATTORNEYS FOR PEOPLES GAS SYSTEM, INC.

### **CERTIFICATE OF SERVICE**

I HEREBY CERTIFY that a true and correct copy of the foregoing Report on Customer Service Hearings, filed on behalf of Peoples Gas System, Inc., has been posted on SharePoint and by electronic mail on this 29<sup>th</sup> day of July 2025 to the following:

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