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CONSUMER

Kimberley Pena 080000

From: Consumer Contact
Sent: Monday, November 24, 2008 3:03 PM
To: 'frm90@comcast.net'
Cc: Ruth Nettles; Kimberley Pena; Filings@psc.state.fl.us
Subject: RE: COMPLAINT AGAINST HERITAGE PROPANE FROM FRANCISCO RODRIGUEZ, MIAMI FL 33168

11/24/2008

RE: COMPLAINT AGAINST HERITAGE PROPANE FROM FRANCISCO RODRIGUEZ, MIAMI FL 33168

Dear Mr. Rodriguez:

This email is in response to your recent correspondence to the Florida Public Service Commission (PSC) regarding Heritage Propane.

The PSC regulates investor-owned natural gas utilities. Propane gas has been deregulated. The PSC has no regulatory authority over propane gas companies. You may wish to contact the Propane Gas Association or the Division of Consumer Services for assistance with this matter.

Florida Propane Gas Association
PO Box 11026
Tallahassee, FL 32302-3026
850-681-0469
Email: info@flgasassc.com

Or

Florida Department of Agriculture
Division of Consumer Services
2005 Apalachee Parkway
Tallahassee, FL 32399-6500
Toll-free Consumer Hotline (within Florida): 1-800-435-7352 Toll-free Spanish Hotline: 1-800-352-9832
General telephone number: 1-850-488-2221
www.800helpfla.com

Thank you for contacting the Florida Public Service Commission. I regret I cannot be of more assistance regarding this issue. For more information on when to call the PSC, please click on the link: www.floridapsc.com/publications/consumer/brochure/When_to_Call_the_PSC.pdf. If you have a complaint regarding a matter regulated by the PSC, please contact us toll free at 1-800-342-3552, by fax at 1-800-511-0809 or by the address below.

Sincerely,

Angela Calhoun
Regulatory Consultant
Division of Service, Safety, and Consumer Assistance

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

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