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STATE OF FLORIDA



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Public Service Commission

January 13, 2025

STAFF'S TWENTY NINTH DATA REQUEST

via email

Beth Keating, Esquire
Florida Public Utilities Company
Gunster, Yoakley & Stewart, P.A.
215 South Monroe Street, Suite 601
Tallahassee, FL 32301
bkeating@gunster.com

RE: Docket No. 20240099-EI – Petition for rate increase by Florida Public Utilities Company.

Dear Ms. Keating:

By this letter, the Commission staff requests that Florida Public Utilities Company (FPUC) provide responses to the following data requests:

Please refer to the December 4, 2024 (Fernandina) and January 8, 2025 (Marianna)

Service Hearings for the following questions:

1. At the Service Hearings in both Fernandina and Marianna, customers testified regarding their extreme difficulty trying to contact FPUC by phone to address and/or resolve billing issues.
 - a) Please describe FPUC's current process for handling customer calls. As part of your response, please indicate how many employees are available to answer customer calls during normal business hours.
 - b) Please provide the average call wait time customers experience when attempting to contact FPUC. If this is unknown, please explain why.

- c) Please describe alternative methods available to customers for contacting FPUC, if any (e.g., website or email).
 - d) Please describe the methods by which customers can submit their payments and the fees associated with each.
2. Please explain whether FPUC was aware, prior to the Service Hearings, of the issues expressed by customers regarding difficulty contacting them. If so, what actions has FPUC taken to improve this situation?
 3. Did FPUC reach out to each customer that testified at the Service Hearings. If so, when was contact made and how were the customer concerns addressed? If not, please explain why.

Please file all responses electronically no later than Monday, January 27, 2025, through the Commission's website at www.floridapsc.com, by selecting the Clerk's Office tab and Electronic Filing Web Form. *In addition, please email the filed response to discovery-gcl@psc.state.fl.us.*

Please feel free to call me at (850) 413- 6218 if you have any questions.

Sincerely,

/s/ Suzanne Brownless
Suzanne Brownless
Special Counsel

SBr/ds

cc: Office of Commission Clerk