

Florida Public Service Commission

HELPING HANDS

PSC Recognizes Important Partnerships Through the "PSC Helping Hands"

Partners are a valuable asset when raising public awareness about important issues. As a year-long initiative, the Florida Public Service Commission (PSC) each month recognized an organization working with the Commission in its outreach efforts. Information sharing helped consumers make informed decisions about utilities. Below are examples of successful partnerships acknowledged as *PSC Helping Hands*.

In June, the PSC recognized the **Florida Association for Community Action (FACA)** as a *PSC Helping Hand* for its assistance in helping low-income residents and seniors with energy and water conservation practices. "Because of FACA and its executive director, Wilma McKay, the PSC reaches residents who might not otherwise receive assistance with utility concerns," said PSC Chairman Ronald A. Brisé.

2-1-1 Big Bend was the July *PSC Helping Hand*. 2-1-1 Big Bend provides help for consumers looking for community services in the Big Bend area and relays PSC consumer outreach materials to residents looking for utility bill assistance or ways to lower their monthly utility bills. "One of our most common calls is from people having difficulty paying their utility bills," said 2-1-1 Big Bend President Randy Nicklaus. "We are honored to be recognized as a *PSC Helping Hand*."

The PSC recognized the **Tallahassee Senior Center** as a *PSC Helping Hand* in August for their work in helping area seniors learn how to lower their monthly utility bills. Seniors from the Tallahassee Senior Center also helped the PSC spread summer conservation tips by sharing their experiences in how they kept cool in a video, "Days Gone By."

[Click here to view the heartwarming stories of how they beat the summer heat before the days of "AC."](#)

In September, the PSC recognized the **Tallahassee Housing Authority (THA)** for being a *PSC Helping Hand*. During a Lifeline Awareness Week kickoff event, the THA worked with the PSC to raise public awareness about the Lifeline Assistance telephone discount program and worked with telecommunications representatives to help qualified residents in three THA neighborhoods sign up for the program. "THA offers an invaluable service to Big Bend area low-income families by providing affordable housing and safe neighborhoods," said Chairman Brisé.

Florida's Department of Agriculture and Consumer Services (FDACS) was the October *PSC Helping Hand* for its participation in PSC energy conservation events and assistance in helping consumers resolve telecommunications concerns. FDACS' Office of Energy also supports PSC's conservation message and partnered in an event highlighting Energy Star appliances earlier in the year.

In November, the PSC named **Big Bend Habitat for Humanity (BBHH)** as a *PSC Helping Hand* for its help, not only in the community by building homes for low-income residents, but also for including energy efficiency and water conservation measures in every build project. "By utilizing those energy-smart building practices, Habitat helps low-income families save money on monthly utility bills," said Chairman Brisé.

[Click here to read more about "PSC Helping Hands."](#)