

Customer Service Hearings FAQs

Ways to Get Involved

The Florida Public Service Commission wants to hear from you! We encourage your participation in these proceedings to help Commissioners reach their decisions.

There are four ways to provide comments to the PSC:

1. Submit comments via the online form on our website: www.floridapsc.com.

2. E-mail or write to us at:

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
clerk@psc.state.fl.us

Please be sure to include the docket number.

3. Attend a PSC event: The PSC holds customer service hearings, customer meetings, and workshops on matters that impact consumers. Customer feedback becomes part of the record that Commissioners review before making their decision. We require utilities to notify consumers about upcoming public hearings through notices in your bills. You can always check the PSC's calendar to learn about specific events.

4. Speak at a Meeting: You can attend a customer service hearing or customer meeting to provide comments in person.

What is a customer service hearing? Does my input do any good or make a difference?

Customer service hearings are one important step in the overall ratemaking process for the Florida Public Service Commission (PSC). When considering a utility's rate increase request, service hearings allow customers to provide their ideas and opinions about issues raised in the case directly to PSC Commissioners. Specifically, customers of the utility company requesting the rate increase can comment on the request and the company's quality of service. When you testify in front of the Commission, your input becomes part of the official record for future hearings regarding the rate request. See the ten steps of the typical ratemaking process.

What's the difference between a customer service hearing and a customer meeting?

Customer service hearings and customer meetings are proceedings where the Commission can hear customer input. Customer input at a service hearing is part of the official record and is considered by the Commission when making its rate case decision. Customer meetings are less formal meetings hosted by Commission staff; customer input is placed in the rate case file for review and consideration by Commissioners. In comparison, Commissioners attend and oversee service hearings.

What happens at a customer service hearing?

Since the pandemic, customer service hearings have been scheduled both virtually and in-person. The purpose of a service hearing is for Commissioners to receive input about the quality of service provided by the utility, the utility's interaction with customers, and the proposed rate increase. Customers questions are also answered. At a customer service hearing, customers can expect to hear from the utility, the Office of Public Counsel, and any other intervenors on the utility's rate request. Following introductions, utility customers are called to provide their comments.

10 Steps of the Typical Ratemaking Process:

1. The ratemaking process begins when a utility files a request for a rate increase with the PSC.
2. The utility will notify customers of its request for a rate increase through a bill insert.
3. Once an application has been filed with the Commission, PSC staff gather information for the case.
 - ◆ PSC staff audits the utility's records, examines the utility's information and proposals, and develops additional information and alternative proposals.
 - ◆ Staff also conducts infrastructure inspections, reviews plant and financial records, and assesses consumer service quality.
 - ◆ Simultaneously, while PSC staff investigates the facts and issues outlined in the utility's application, parties to the case file intervention petitions, begin the evidentiary process, and typically hire experts to prepare testimony.
4. The PSC issues notice to inform residents and the public in the utility's service area about the rate increase request and the case schedule, including when service hearings will be held.
5. The Commission holds customer service hearings to hear feedback from the utility's customers.
6. The PSC holds a prehearing conference to identify the issues, identify interested parties, and set a schedule for the case.
7. Technical hearings are attended by Commissioners, PSC staff, utility staff, the Public Counsel, and interested parties. The company and interested parties provide testimony and question witnesses about their recommendations on issues in the case.
 - ◆ The utility application, the technical hearing, and service hearing testimony and exhibits become part of the case record Commissioners use to make decisions about the case.
8. PSC staff reviews and analyzes the entire record and files a recommendation with the PSC's Office of Commission Clerk detailing the staff's adjustments to the company's petition.
9. The Commission reviews the information from the record and the staff's recommendation to decide on the utility's rate request.
 - ◆ The decision is announced in an open meeting followed by a written "order."
 - ◆ After the Commission's order is issued, any party may ask the Commission to reconsider its decision on the issues. After the reconsideration, the Public Counsel, the utility, or any other party involved in the proceeding may appeal the Commission's decision to the Florida Supreme Court.
10. Once the PSC issues its order, the utility must notify customers of the order and new rates in their area.
 - ◆ The utility's notice of the order and revised rates must be approved by the Commission first and sent to customers with the first bill containing the new rates.



Florida Public Service Commission RATE CASE OVERVIEW

December 2022

Application for increase in water rates in Pasco County by
A Utility, Inc.
DOCKET NO. 20210098-WU

On May 14, 2021, A Utility, Inc. (AUI or Utility) filed an application for an increase in water rates with the Florida Public Service Commission (PSC or Commission). A Utility, Inc. is a Class 1 utility serving 118 residential customers in Pasco County.

Questions & Answers

4. What if I cannot attend the meeting or prefer not to speak? Other ways to comment on the case? ...