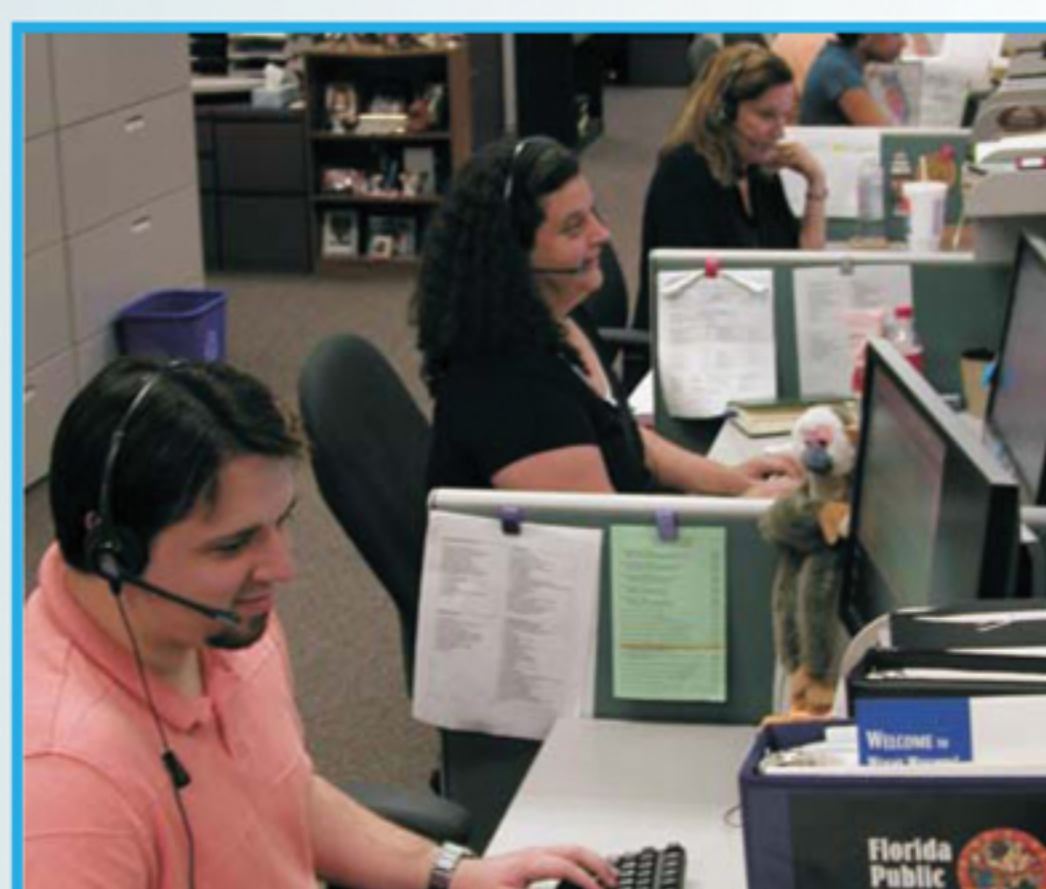# Drop by drop, we're on it!

The Public Service Commission ... ensuring your reliable, safe, affordable utility service.

PSC Commissioners listening to customer testimony

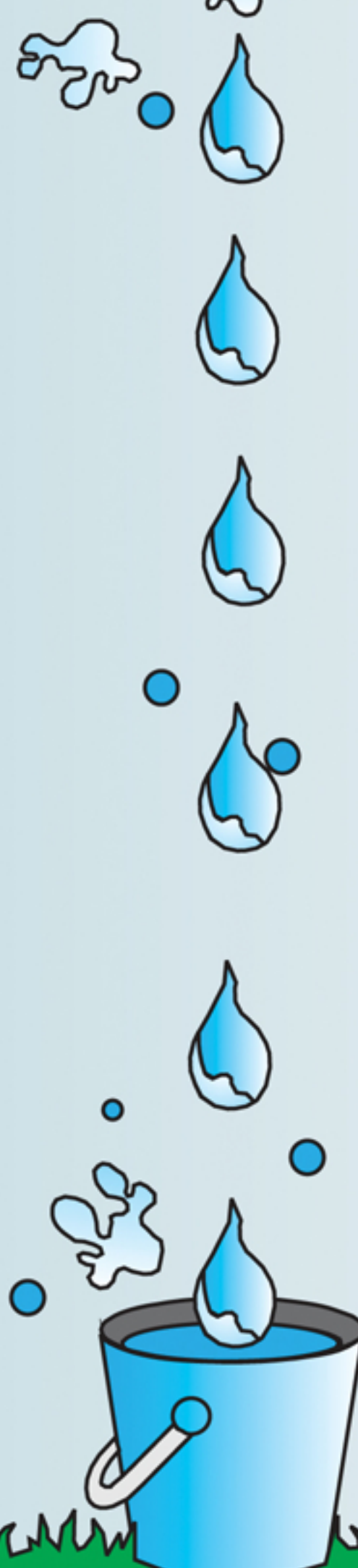PSC accountants checking numbers in the utility's filing requirements

PSC Call Center analysts on the phone with consumers

PSC engineer in the field

PSC staff gathering information at a customer meeting

Florida Public Service Commission's Toll-Free Consumer Assistance Line
1-800-342-3552

Water Regulation in Florida

FLORIDA PUBLIC SERVICE COMMISSION

- Regulates investor-owned water and wastewater companies in 36 counties.
- Establishes exclusive service territories.
- Requires utilities to provide reliable service to all customers.
- Sets the rates a regulated utility may charge for water and wastewater service.
- Provides the regulated water and/or wastewater company an opportunity to earn a fair return on its investment.
- Ensures that water meters and bills are accurate.

FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION

- Manages Florida's air, water, and land resources as the lead state agency with this responsibility.
- Protects Florida's rivers, lakes, and wetlands.
- Monitors, protects, and improves drinking water quality through the Drinking Water Program.
- Implements ground water programs to enhance drinking water supplies.
- Administers the Safe Drinking Water Act.
- Supervises Florida's five regional Water Management Districts.

FLORIDA'S WATER MANAGEMENT DISTRICTS

- Improves, maintains, and protects water resources within its geographic district.
- Manages flood protection, aquifer recharge, water shortage planning, well construction, and surface water management programs.
- Administers water conservation and restoration projects unique to each district.
- Issues consumptive use permits.

FLORIDA DEPARTMENT OF HEALTH

- Regulates small water systems, with no more than 15 service connections, that do not come under the Safe Drinking Water Act.
- Monitors the water safety of beaches, fresh water swimming areas, and swimming pools.