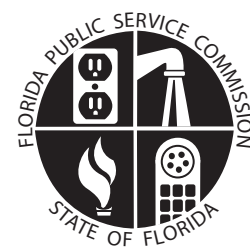




Utility Regulation in Florida



The Florida Public Service Commission (PSC) has jurisdiction over all aspects of the operation of investor-owned local natural gas distribution companies. Chapters 366 and 368, Florida Statutes, provides the authority for the PSC to set the *rates for service* and review the *quality of service*.

The PSC also has jurisdiction over the safety aspects of all *intrastate* natural gas operations in the state. The *interstate* pipelines are subject to the direct jurisdiction of the U.S. Department of Transportation and the Federal Energy Regulatory Commission.

Through its Bureau of Safety, the PSC evaluates gas system engineering and operations to ensure that construction, repairs, and maintenance are done in accordance with specified, tested procedures using proper materials.

Utility Problems

If you have a problem with your gas utility service, first attempt to resolve the situation with the company.

Give them adequate time to correct the issue.

If you still need help, call the PSC's Office of Consumer Assistance and Outreach at

1-800-342-3552.

Fax your questions to 1-800-511-0809

or contact the PSC via e-mail at

contact@psc.state.fl.us.

See the PSC's Internet homepage at

www.FloridaPSC.com.

Write to the

Florida Public Service Commission's Office of Consumer Assistance and Outreach

2540 Shumard Oak Boulevard

Tallahassee, Florida 32399-0850



If You Smell Gas

Natural gas is odorless and tasteless in its pure state. A chemical, commonly ethyl mercaptan, is added to natural gas to give it a rotten egg smell for safety reasons.

If you smell gas:

- ◆ Leave the house immediately.
- ◆ Do not use the telephone inside the house; use a neighbor's phone to call your gas supplier for assistance.
- ◆ Do not light a match.
- ◆ Do not turn off/on a light.
- ◆ Do not turn off/on anything electrical.

Natural Gas



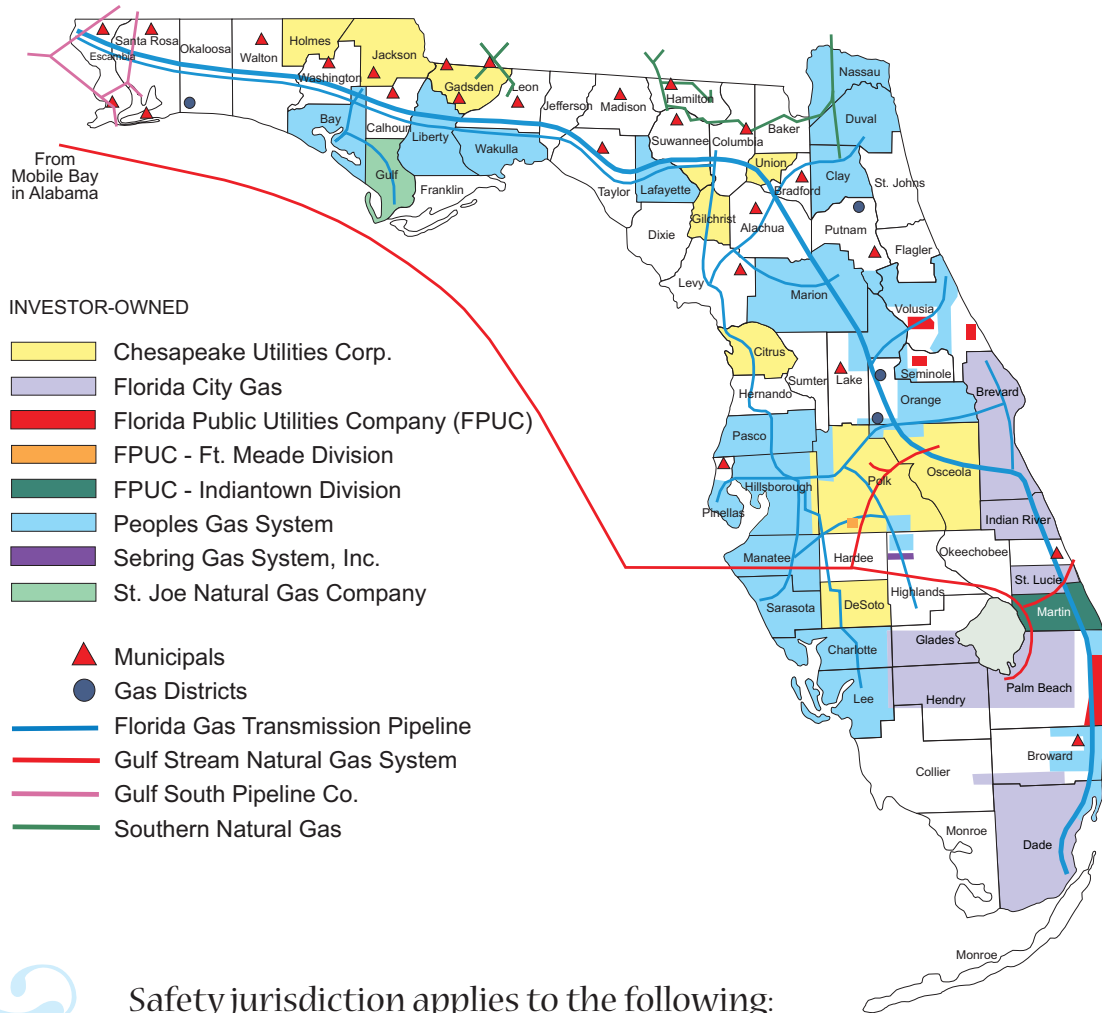
UTILITY REGULATION IN FLORIDA



Natural Gas in Florida

Natural gas service in Florida began as early as 1852 in Jacksonville. At that time, gas was manufactured from coal and supplied for street lighting. In 1959, the Florida Gas Transmission Company built a pipeline to import natural gas from the oil and gas fields of Texas and Louisiana into Florida. The isolated manufactured gas companies began to connect to the pipeline and convert operations to natural gas. Today, two major interstate pipelines (Florida Gas Transmission and Gulf Stream Natural Gas System) and two small interstate pipelines (Gulf South Pipeline Company and Southern Natural Gas) form the gas supply system in Florida.

Florida's investor-owned natural gas distribution industry is composed of 8 utility companies serving more than 463,000 residential customers, and 23,300 commercial/industrial customers.



Safety jurisdiction applies to the following:

- ◆ investor-owned local distribution companies
- ◆ municipal systems
- ◆ gas districts (established by statute)
- ◆ housing authorities
- ◆ lateral sales off the interstate pipelines

Natural Gas

Natural gas, found by itself and with oil formations, is a naturally occurring hydrocarbon in underground reservoirs. The term gas is used to include a variety of products such as liquefied petroleum gases (propane and butane), gasoline, and natural gas. Each product has its own particular characteristics.

The information in this brochure applies only to natural gas.



**Know what's below.
Call before you dig.**

Preventing Gas Leaks

The most frequent cause of gas line breaks is digging near an existing pipeline. To avoid damaging a gas line while digging or excavating:

Call before you dig

Call Sunshine State One Call of Florida (SSOCOF) at 811. During your call, you will be asked a series of questions designed to help pinpoint the exact location where you will be digging. After all the information is completed, you will be given a ticket number and a verbal list of those members (underground facility owners) who were notified by SSOCOF. Each member may not have underground facilities on your property. This service is free and required by law (Chapter 556, Florida Statutes).

Wait the required time

Once the member companies are notified, they are responsible for locating and marking the underground facilities on your property with paint, flags, stakes, or other marking material within 48 hours.

Confirm utility response

Before digging, be sure that all utilities in the area have marked their facilities or given you notice that their facilities do not exist where you will be working. If your dig site has been marked, you can easily identify the type of utility by its color code:

- Electric power lines, cables, conduit, and lighting cables
- Gas, oil, steam, petroleum, or gaseous materials
- Communications, alarm, or signal lines, cables, or conduit
- Potable water
- Reclaimed water, irrigation, and slurry lines
- Sewers and drain lines

Gas Appliance Safety

- ◆ Follow the manufacturer's instructions for the operation and care of your gas appliance.
- ◆ Have a qualified professional do installation, repairs, and removal of gas appliances.
- ◆ If you must relight a pilot light, always light the match and hold it at the ignition point before you turn on the gas.
- ◆ Do not store flammable materials near a gas appliance.
- ◆ Have a gas cutoff valve installed at each gas appliance.
- ◆ Water heaters in garages and where flammables are stored should be elevated 18".



WHEN A Hurricane THREATENS

Since most gas supply lines are underground, they are not normally damaged by hurricanes. Turning off the gas at the meter is not necessary if a hurricane is approaching. This main valve should be turned on or off only by the utility or emergency personnel.

You can turn off the supply line to each appliance at the cutoff valve. If you have any trouble relighting appliances after the storm, call a qualified gas appliance service contractor.

Measuring Natural Gas

Natural gas is measured by volume but sold by its heating value or heat content. Volume is measured in cubic feet (CF) and heat value in British thermal units (Btu). A cubic foot of gas is considered equal to approximately 1,000 Btu. The therm is the basic unit of sale of natural gas in Florida while other jurisdictions may use the cubic foot as the measure of sale.

1 CF = approximately 1,000 Btu
1 therm = 100 CF = 100,000 Btu