

Florida Public Service Commission

HELPING HANDS

Recognizing Essential Partners

Florida's Public Service Commission (PSC) wants consumers to have all the information they need to make smart and informed decisions. To achieve this goal, the PSC recognizes that partnerships are essential. During two PSC workshops held last year with state agencies and social service representatives from across Florida, the Commission helped organizations connect to share resources and more effectively serve their clientele.

Each month this year, the PSC is naming a "PSC Helping Hand," or a partner who has worked with the commission to share information that can help consumers make informed decisions in their utility choices to save their families money.

In January, the PSC recognized Florida's Department of Elder Affairs (DOEA) for its commitment to helping Florida's seniors with utility issues, energy and water conservation practices, and providing information on the Lifeline Assistance telephone discount program (Lifeline). "Through the Department of Elder Affairs' annual Ambassadors for Aging Day, bimonthly *Elder Update*, and countless community events, DOEA Secretary Charles T. Corley and his staff have helped us help seniors save money on their utility bills and resolve utility complaints," said PSC Chairman Ronald A. Brisé.

In February, the PSC recognized the Florida AARP. "The AARP was instrumental in working with Florida seniors and increasing their understanding of ways to save energy and practice energy efficiencies to safeguard ratepayers from increased energy costs," said Chairman Brisé.

The PSC highlighted the Florida Telecommunications Relay, Inc. (FTRI) in March for its assistance in sharing Lifeline information with Florida's deaf, hard-of-hearing, deaf/blind, and speech-impaired residents. "Many of the people eligible for FTRI's specialized telephones may also be eligible for Lifeline," said FTRI's Executive Director, James Forstall. "We are glad to share information about the Lifeline program while we're out in the community."

April's "PSC Helping Hand" was the Florida Department of Children and Families (DCF) for its assistance in helping Florida's low-income residents subscribe to Lifeline. "For many years, DCF has helped us get Lifeline information to those needing it most, and I am pleased to recognize the agency," said Chairman Brisé.

The PSC recognized WORKFORCE *plus* in May as a "PSC Helping Hand." WORKFORCE *plus* representatives educated Florida's unemployed about the Lifeline program and energy and water conservation. "By helping us promote Lifeline and share conservation information, WORKFORCE *plus* helps its clientele stretch their money when they need it most," said Chairman Brisé.

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