

# FPSC

**Your Information Destination!**

## 2020 NATIONAL Consumer Protection Week

### PSC Promotes Awareness During National Consumer Protection Week

Consumers are at the forefront of the Florida Public Service Commission's (PSC) work year-round, but we especially recognize them every March during National Consumer Protection Week (NCPW).

***“Working together, we try to empower consumers every week—not just during NCPW. An informed consumer is a smart consumer.*”**

***“The PSC’s consumer assistance line, 800-342-3552, can help consumers, too. It’s available Monday through Friday for those needing utility-related information or assistance.”***

- PSC Chairman Gary Clark

For more PSC consumer information, visit [www.FloridaPSC.com](http://www.FloridaPSC.com); hit the **Publications** tab, then the **Consumer Brochures** tab. Also access the PSC’s *Consumer Connection Newsletter* for consumer tip videos and current PSC consumer news.

**CLICK HERE**

To subscribe to the quarterly newsletter

For 13 years, the PSC—which regulates the state’s investor-owned electric, gas, and water and wastewater utilities—has joined government agencies, advocacy organizations, and private sector groups nationwide to highlight NCPW. It is a coordinated campaign designed to encourage consumers nationwide to take full advantage of their consumer rights and make better-informed decisions.

During this year’s 22nd NCPW, March 1-7, PSC staff made presentations to consumers in various locations around the state, showing them how to protect against scams and how to save money through energy and water conservation. We also shared information on the federal Lifeline Assistance communications discount program, if they qualify. Watch for outreach event updates on the PSC’s website, [www.FloridaPSC.com](http://www.FloridaPSC.com). The PSC also has educational materials on a variety of utility-related topics consumers can download to share with family and friends or use at community events.

#### **Always striving to keep customers informed, the PSC engages consumers through:**



#### **Awareness/ Education**

The PSC coordinates or participates in community events each month to promote energy efficiency, water conservation, and scam prevention education. We also promote Lifeline Assistance, a federal program designed to make telecommunications/broadband services more affordable for low-income households.

#### **Free Resources**

You can find information on hurricane preparedness, state social service agencies, and even a children’s conservation activity book on the PSC’s website. PSC educational brochures may be accessed and printed directly from the website, ordered free online, or requested by mail or phone (800-342-3552). Consumers can also learn about docketed or emerging utility issues by visiting [www.FloridaPSC.com](http://www.FloridaPSC.com).

#### **Hearings, Meetings, and Workshops**

Consumers can learn about the PSC and its proceedings by attending a hearing, meeting, or workshop in Tallahassee, or a customer hearing or meeting held throughout the state. Public customer meetings provide an inclusive process, allowing consumers to share their views with Commissioners.

The PSC also *live streams* all Tallahassee meetings, as well as off-site meetings attended by two or more Commissioners.