



FPSC Hears from Customers at Service Hearings across Florida

The Florida Public Service Commission has been on the road again, holding hearings and meeting consumers!

The Florida Public Service Commission (FPSC) held nine service hearings in June in Florida Power & Light Company's (FPL) territory to give the public an opportunity to express their views about FPL's petition for a rate increase and the utility's quality of service. The FPSC heard from almost 400 customers who testified, and more than 1,600 pieces of correspondence were entered into the correspondence side of the docket.

"We always appreciate when customers take the time to let us know their thoughts about their utility and its petition before us. Public comments are a very important part of establishing a case record," said FPSC Chairman Julie Brown. "We look forward to meeting and hearing from more customers of Florida's utilities in the coming months."

In November, the FPSC will meet with customers of KW Resort Utilities, serving the Key West area, about the utility's requested rate increase. Another water and wastewater utility, Utilities Inc. of Florida (UIF), submitted its minimum filing requirements for a rate change this month. Its request will cover water and wastewater systems in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties. The company's last rate proceedings were before its utility systems were consolidated. Early next year, Commissioners are expected to hear from UIF customers in various service area locations throughout Florida.

Gulf Power Company has also filed its intent to petition for a change in its base electric rates. Customer service hearings in Gulf's territory are being scheduled for early 2017.

Since consumer service and protection are integral to the FPSC's mission, the Commission encourages early, continuous, and meaningful public participation throughout its regulatory process. Although Commissioners will hear from utility customers at these upcoming public hearings, consumers may always contact the FPSC by:

- ◆ [Completing an online complaint form](#)
- ◆ E-mailing correspondence to contact@psc.state.fl.us
- ◆ Calling the consumer assistance at 1-800-342-3552
- ◆ Faxing information toll-free at 1-800-511-0809
- ◆ Mailing information to: Florida Public Service Commission, Office of Consumer Assistance & Outreach, 2540 Shumard Oak Blvd., Tallahassee, Florida 32300-0850

For more information about current utility cases, visit the FPSC's website at: www.FloridaPSC.com.