



Consumer Connection NEWSLETTER

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December 2024

Chairman
Mike La Rosa:

2024
Hurricane
Season
Finally Ends



Florida was impacted by three hurricanes during the 2024 hurricane season, June 1-November 30:

- ◆ **Debby**, a Category 1 storm that made landfall in the Big Bend near Steinhatchee on August 3;
- ◆ **Helene**, a Category 4 storm—the strongest on record to hit the Big Bend—made landfall near Perry on September 26; and
- ◆ **Milton**, a Category 3 storm that made landfall near Siesta Key on October 9.

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Chairman La Rosa talks with customer care representatives at Madeira Beach.

COMMISSION ROUNDUP

FPSC Commissioner Briefs

- ◆ America's Power Interviews Commissioner Art Graham
- ◆ Commissioner Art Graham Attends FERC/NARUC Federal and State Issues Collaborative
- ◆ Commissioner Gabriella Passidomo Smith Attends Task Force on Natural Gas Resource Planning Workshop

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PSC Commissioners Attend Current Customer Service Hearings

Customer service hearings are one important step in the overall ratemaking process for the PSC.

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CONSUMER INFORMATION

At the end of every year, the Florida Public Service Commission (PSC) hosts a Service Awards ceremony to celebrate and recognize the milestone achievements of its staff. This year, Chairman Mike La Rosa invited his fellow Commissioners to make an appreciation video honoring PSC staff and their hard work year-round.

The Commission's "Thank You" video was played at this year's Service Awards ceremony for staff.

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Chairman Mike La Rosa: 2024 Hurricane Season Finally Ends

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A possible sign that the season would be active struck Tallahassee before hurricane season even began. On May 10, several tornadoes ripped through the city, requiring an early activation of the Emergency Operations Center (EOC) and clean up and repair that continues to date.

Following Hurricane Helene, Chairman La Rosa visited Madeira Beach and other barrier island communities in Pinellas County that were devastated by storm surge damage. He personally talked to many residents providing a listening ear, offering support for recovery and condolences for all they had lost. The Chairman also met with local, state, and federal response and recovery teams onsite assessing the storm impacts.

During each of these storms, PSC staff manned the EOC's Emergency Support Function-12 Energy (ESF-12), working with other agencies to report electric outages and coordinate the quick recovery of the state during and after storms.

Chairman La Rosa honored the PSC employees who worked tirelessly all hours of the day and night during EOC 2024 activations with a Resolution recognizing their efforts. The Resolution hangs in the Gunter Building lobby to commend the many PSC divisions and offices that served.



FPSC COMMISSIONER BRIEFS *Continued from page 1*



America’s Power Interviews Commissioner Art Graham

In October, Commissioner Art Graham joined Public Utility Commissioners from across the country in a video titled, “Securing America’s Electricity Supply.” Produced by *America’s Power*, the national trade organization that advocates for the U.S. coal fleet and its supply chain, the video sounds the alarm on harmful Environmental Protection Agency (EPA) regulations. Participating Commissioners provide their perspective on how these EPA rules could drastically impact the reliability and affordability of electricity in America if coal plants are shuttered without dependable replacements.

Watch the video here.

**Commissioner Graham Attends
FERC/NARUC Federal and State Issues Collaborative**

At NARUC’s Annual Meeting and Education Conference in November, Commissioner Art Graham attended the first meeting of the FERC/NARUC Federal and State Issues Collaborative. Commissioner Graham was nominated to the Collaborative by NARUC and was appointed in August. The Collaborative will expand on the body of work from the Joint Federal-State Task Force on Electric Transmission.

As noted by FERC, the Collaborative “will provide a venue for federal and state regulators to share perspectives, improve understanding and, where appropriate, identify potential solutions regarding challenges and coordination on matters that affect specific state and federal regulatory jurisdictions. Potential topics include exploring where best to coordinate between state and federal regulators on issues ranging from electric reliability and resource adequacy to natural gas-electric coordination, wholesale and retail markets, new technologies and innovations, and infrastructure.”

**Commissioner Gabriella Passidomo Smith
ATTENDS TASK FORCE ON
Natural Gas Resource Planning Workshop**



On October 17 and 18, members of the NARUC Task Force on Natural Gas Resource Planning convened for a pathway scoping workshop in Atlanta, Georgia. Commissioner Passidomo Smith attended and participated in the interactive workshop. She serves on the National Association of Regulatory Utility Commissioner’s (NARUC) Task Force on Gas Planning, as well as the NARUC Committee on Gas and the NARUC Gas Subcommittee on Pipeline Safety.

Task Force Chair Fitz Johnson, Georgia Public Service Commission, welcomed approximately 25 commissioners and commission staff. The workshop was facilitated by staff from the NARUC Center for Partnerships & Innovation and The Brattle Group. Members gathered into cohorts to discuss optimal gas planning processes to achieve state policy goals including clean energy, reliability, and affordability objectives. Participating state members made progress toward creating initial planning roadmaps to gather data and stakeholder needs. A fourth cohort geared around economic development will meet virtually over the winter months. The Task Force will gather for another in-person workshop in March 2025.





PSC Commissioners Attend Current Customer Service Hearings

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In the first quarter of 2025, the Florida Public Service Commission (PSC) will hold technical hearings for rate increase requests received from Sunshine Water Services Company (Sunshine) and Florida Public Utilities Company (FPUC). Sunshine's hearing is scheduled in February, with a Commission decision on new rates expected in the spring. FPUC's case is scheduled for PSC consideration in March.

As a part of the ratemaking process, the PSC holds customer service hearings to hear feedback from customers about the utility's rate increase request and its quality of service. Commissioners attend the hearings and customer testimony is considered when the PSC decides each case. Four service hearings are scheduled for Sunshine customers, two virtual and two in-person. Two in-person service hearings are scheduled for FPUC customers. In-person service hearings are held in the utility's service area, making it convenient for customers to attend.

While most of these customer service hearings were held in December, customers of FPUC have an opportunity to attend a hearing on Wednesday, January 8 in Marianna:

Wednesday, January 8, 2025

1:00 p.m. CST

Jackson County Agriculture Complex and Conference Center 2741 Penn
Ave, Suite 3
Marianna, FL 32448

PSC Commissioners will also attend two service hearings in January for customers of Environmental Utilities, LLC. The utility has filed a petition for an original certificate to provide wastewater service in Charlotte County, including Little Gasperilla Island, Don Pedro Island, and Knight Island. For more information on this case (docket #20240032), visit www.FloridaPSC.com.

What is a customer service hearing?

Customer service hearings are one important step in the overall ratemaking process for the PSC. Service hearings allow customers to provide feedback about the utility's rate increase request and its customer service directly to PSC Commissioners. When you testify in front of the Commission at a customer service hearing, your input becomes part of the official record for future proceedings regarding the rate request.

How to participate in a customer service hearing

Customer service hearings are held both virtually and in-person. When a customer service hearing is scheduled, information on the hearing is prominently located under Hot Topics on the PSC's website. Customers can register to speak at virtual service hearings by: (1) register using the PSC's online registration form, (2) call the PSC at (850) 413-7080 or (3) email speakersignup@psc.state.fl.us. Customers who wish to speak at an in-person service hearing may register upon arrival at the venue.