



Consumer Connection NEWSLETTER

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June 2025

PSC Reinforces Hurricane Readiness at Annual Workshop and Launches New Consumer Resource

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launched a new online hurricane preparedness hub,
accessible from the homepage at
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COMMISSION ROUNDUP

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PSC Concludes Statewide Service Hearings for FPL Rate Case

These hearings offered customers the opportunity to speak to Commissioners about their experiences. Also, see how to attend or watch online.

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CONSUMER INFORMATION



FLORIDA PUBLIC SERVICE COMMISSION
Take your Child to Work Day 2025



TAKE A LOOK: PSC Kids Deliver Powerful Messages on Conservation

At this year's Take Your Child to Work Day, the Florida Public Service Commission invited a new generation to take part in a creative challenge: designing their own public service announcements focused on water conservation.

Watch the video to see their inspiring work in action!

WATCH THE FULL VIDEO HERE.



PSC Reinforces Hurricane Readiness at Annual Workshop and Launches New Consumer Resource

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With the 2025 Atlantic hurricane season officially underway, the Florida Public Service Commission (PSC) is reinforcing its commitment to preparedness, utility coordination, and consumer protection.

At its June 3 Internal Affairs meeting, the Commission reviewed presentations from the PSC's Annual Hurricane Preparedness Workshop, held May 13. Utility representatives from Florida Power & Light, Duke Energy Florida, Tampa Electric, Florida Public Utilities Company, the City of Tallahassee, and the Florida Electric Cooperative Association shared updates on storm readiness and response strategies. The Florida Division of Emergency Management also presented a Concept of Operations briefing, led by Amy Godsey, outlining the state's coordinated approach to hurricane response.

In 2024, Florida faced 18 distinct hazards and 10 emergency activations at the State Emergency Operations Center (SEOC), operating under a federal disaster declaration for 59 days. During emergencies, the PSC leads Emergency Support Function 12 (Energy), working closely with electric and natural gas providers to ensure timely restoration of service.

To help Floridians prepare, the PSC has launched a new online hurricane preparedness hub, accessible from the homepage at www.FloridaPSC.com. The site includes tips on outage reporting, generator safety, home preparation, and links to local and federal emergency resources. It also offers guidance on trimming trees near power lines and updating your hurricane supply kit.

The PSC urges residents to develop a personal storm plan and stay connected through their utility's communications and local emergency updates.

What is ESF-12?

During hurricanes and other state emergencies, the PSC leads Emergency Support Function 12 (Energy) at the State Emergency Operations Center. ESF-12 coordinates with electric and natural gas utilities to support safe and efficient service restoration.

Visit Our New Hurricane Hub

Find it via the blue bar on our homepage.

The PSC's hurricane preparedness page includes:

- ◆ Generator safety tips
- ◆ Utility contact info
- ◆ Outage reporting tools
- ◆ Restoration FAQs
- ◆ Links to state and federal emergency resources



FPSC COMMISSIONER BRIEFS Continued from page 1



Chairman La Rosa Joins National Discussion on the Future of Water Utilities

Florida Public Service Commission Chairman Mike La Rosa recently joined a panel discussion hosted by the National Association of Water Companies (NAWC). Held during the NAWC Board of Directors meeting at Amelia Island, the panel brought together top leaders in utility regulation and water policy.

Chairman La Rosa participated in a fireside chat alongside National Association of Regulatory Utility Commissioners (NARUC) President Tricia Pridemore and New Jersey Commissioner Mike Bange, Chair of the NARUC Water Committee. Moderated by NAWC President & CEO Robert Powelson, the conversation focused on the evolving challenges facing water utilities across the country.

Topics included:

- ◆ Increased water demand from growing data centers
- ◆ Regulatory solutions for aging infrastructure
- ◆ The role of public-private partnerships in modern water delivery
- ◆ NAWC's advocacy efforts and engagement with state regulators

"Ensuring safe, reliable, and affordable water service is central to our mission," said Chairman La Rosa. "These national conversations allow us to share insights, strengthen coordination, and stay ahead of the issues impacting Florida's families and businesses."

The event also highlighted the ongoing efforts of private water companies to invest in infrastructure and uphold high safety standards. As the Commission continues to regulate essential utility services, Chairman La Rosa's participation reflects Florida's leadership and collaboration at the national level.

Commissioner Graham Weighs In on National Energy Reliability Challenges



Florida Public Service Commissioner Art Graham recently joined national leaders in Washington, D.C., to discuss one of the most pressing issues in utility regulation today: how the natural gas and electric industries can better coordinate to ensure reliable power for consumers.

Commissioner Graham is a member of the Federal-State Current Issues Collaborative, a joint effort between the Federal Energy Regulatory Commission (FERC) and NARUC. A Collaborative meeting, held at FERC headquarters on April 30, addressed the growing share of natural gas-fired electricity and the challenges that come with it.

Why is this important?

Nearly 47 percent of all power in the U.S. now comes from natural gas, making it essential for grid reliability—especially as older power plants retire and renewable energy expands. It's critical for natural gas supply to align with electric generation requirements to avoid leaving systems vulnerable during high demand or extreme weather.

Discussions at the meeting highlighted several key issues:

- ◆ The need for cooperation between sectors to meet peak demand
- ◆ Risks to reliability from weather-driven events, like Winter Storm Uri
- ◆ Challenges tied to data center growth and increased electricity use
- ◆ The importance of gas storage and infrastructure investment

Commissioner Graham explained Florida's approach to resource planning, where utilities plan for gas supply to support new power generation. This model, praised during the session, helps protect Floridians from the types of grid failures seen elsewhere in the country.

Commissioner Fay Helps Develop Effective Witnesses

Florida Public Service Commissioner Andrew Fay took on the role of instructor this June, helping shape the next generation of expert witnesses in utility regulation.

June 10-12, Commissioner Fay served as a featured instructor for "How to Be an Effective Witness," a professional development course hosted by NARUC. The training equips utility commission staff, intervenors, and others who testify in regulatory proceedings with the tools to deliver clear, credible, and persuasive testimony.

As someone who regularly evaluates testimony in utility cases, Commissioner Fay brings firsthand insight into what makes a witness effective and how strong testimony serves the public interest. Reflecting on the importance of this training, Fay explained, "Witness training improves the administrative process. Clear, well-supported testimony helps ensure that regulators have the information they need to make decisions that are fair and balanced for both consumers and utility providers."

The course covered:

- ◆ The role of administrative law in utility regulation
- ◆ How to write and deliver compelling written and oral testimony
- ◆ Techniques for handling cross-examination
- ◆ What makes a witness credible and trustworthy in the eyes of commissioners

Commissioner Fay's participation in this national professional development initiative reflects the Florida Public Service Commission's commitment to advancing regulatory best practices and institutional excellence. By contributing to expert witness development across the regulatory community, this investment in procedural integrity and professional competency enhances the regulatory framework that governs utility services.





PSC Concludes Statewide Service Hearings for FPL Rate Case

Watch Hearings Online

Missed a service hearing?
You can view recordings anytime at www.FloridaPSC.com under “Watch Live and Archived PSC Events.”

Why Attend a Service Hearing?

Customer service hearings give you a voice in the utility ratemaking process. Your testimony is added to the official record and helps shape the PSC’s final decision on rate proposals.

From late May through early June, the Florida Public Service Commission (PSC) held a series of customer service hearings to gather public input on Florida Power & Light Company’s (FPL) petition for a rate increase filed in February 2025.

The hearings—held both in-person and virtually—offered customers across the state the opportunity to speak directly to Commissioners about the proposed rate adjustments and their experience with FPL’s service.

A total of ten hearings were conducted:

- ◆ In-person hearings were held in North Fort Myers, Miami Gardens, Hollywood, West Palm Beach, Daytona Beach Shores, Pensacola, and Panama City.
- ◆ Virtual hearings on June 3 and 4 featured real-time participation and Spanish interpretation to support broader access.

FPL serves more than 6 million retail customers across peninsular and Northwest Florida. Customer testimony collected during these hearings becomes part of the official record used by the Commission to evaluate the utility’s request.