

**FLORIDA PUBLIC SERVICE COMMISSION  
OFFICE OF COMMISSION CLERK**



**FREQUENTLY ASKED QUESTIONS**

These frequently asked questions and answers have been prepared by the *Office of Commission Clerk* to provide general information and assistance in locating information on the Florida Public Service Commission (FPSC or PSC) website. The information presented is intended to answer general questions regarding typical situations. You may also consult the [PSC Rules](#) (via the Department of State website).

**GENERAL INFORMATION**

Business Hours	8:00 a.m. to 5:00 p.m. Monday through Friday, excluding holidays
PSC Website	<a href="http://www.floridapsc.com">www.floridapsc.com</a>
Clerk's Contact Information	E-mail: <a href="mailto:Clerk@psc.state.fl.us">Clerk@psc.state.fl.us</a> Telephone: (850) 413-6770
Request Documents	<a href="#">Copies of Documents and Public Records Requests</a>
Electronic Filing	<a href="#">Electronic Filing Web Form</a> <a href="#">Filing Documents Electronically</a> (requirements)
Mailing Address	Florida Public Service Commission 2540 Shumard Oak Boulevard Tallahassee, Florida 32399-0850
Physical Address	Gerald L. Gunter Building 2540 Shumard Oak Boulevard, Suite 152 Tallahassee, Florida 32399-0850
Directions	<a href="#">Directions to PSC Offices and Parking</a>

## **PUBLIC RECORDS REQUESTS & COPY REQUESTS**

The Office of Commission Clerk is available to assist you in obtaining the information you need. Requests for copies of documents are responded to directly during the normal course of business. Although the Public Records Act does not require that requests be submitted in writing, doing so provides real practical benefits to the requestor (as long as he or she doesn't mind that the request itself then becomes a public record). The benefits include eliminating uncertainty about what information is being sought and providing accurate contact information. To submit a written request, complete the [Copies of Documents and Public Records Requests](#) form, available from the **Clerk's Office** page. Upon receipt of your request, you will be contacted regarding the approximate response date and any applicable charges. A requestor does not have to give his/her name or disclose the reason for making the request. If the request is insufficient to identify the records sought, staff will assist the requestor in clarifying the request.

### **What is a public records request?**

Public records, as defined in Section 119.011(12), Florida Statutes, are "all documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, data processing software, or other material, regardless of the physical form, characteristics, or means of transmission, made or received pursuant to law or ordinance or in connection with the transaction of official business by any agency." Under reasonable conditions, all public records within the meaning of Chapter 119, Florida Statutes, except those restricted by law, may be inspected during normal business hours. Additional information concerning public records requests is available from the [Office of Attorney General](#) and [Office of the Governor](#).

### **Are there charges for obtaining copies of documents?**

The PSC strives to make as many records as possible available on its website. Documents that are available in electronic format may be electronically transmitted to the requestor free of charge. Copies or certification of documents will be furnished upon payment of applicable fees. Individuals are invoiced for duplication services, and payment must be received before copies of documents can be released.

## DOCKETED MATTERS

### What is a docket number?

As cases come before the Commission for decision, they are assigned docket numbers. These dockets are established to maintain filings, such as orders, notices, docket schedules (Case Assignment and Scheduling Record), transcripts, and exhibits. These files constitute the official records and are permanently maintained on microfilm or in electronic medium, as prescribed in the retention schedules approved by the Department of State.

### What is a document number?

Official filings within a docket are assigned document numbers sequentially by calendar year. The official filing date is displayed above the document number with the last four digits indicating the filing year (e.g., NNNNN-YYYY).

### How can I view the status of applications and filings?

For filings that will result in the establishment of a new docket, select **Clerk's Office > Dockets** and enter the appropriate choice under [Dockets](#). The **Document Filings Index** tracks all documents relating to a particular docket. For status information on a particular docket, choose the specific category and the specific docket, or enter the docket number under **Dockets**, click to Search. Official filings are normally available from the website within four hours of filing, or the next business day, if filed after 1:00 p.m. For a new docket, the **Time Schedule (CASR)**, which sets the scheduled actions for the docket, is generally available within ten days from the initial opening of the docket.

### May I get copies of documents filed in a docket?

The PSC's website has information regarding docket numbers, docket titles, names of utilities involved, Commissioner and staff assignments, mailing lists, scheduled events, and document filing descriptions. Non-confidential documents, filed as of January 1999, are available for viewing and printing from the website. Some documents filed prior to this date, such as orders and notices, are also available online. New filings are normally available from the website within four hours of receipt, or the next business day, if filed after 1:00 p.m. Select **Clerk's Office > Dockets** to search the records. To find out if a document is available online, enter the docket number, and review the Document Filings Index. Note that a PDF document shown in **Red** and marked with an asterisk is an image of the official record of a docket. Any supplementary document forms, such as Word files, are provided for your convenience and may not accurately reflect the contents of the filed documents.

### Can I get a copy of an order issued by the Commission in a docket?

Commission orders are available online dating back to 1989. To research Commission orders, select the [Advanced Search](#), located on the upper-left section of the website's homepage. You will find helpful "Tips for Improving Search Terms" displayed. If you need assistance in researching information or obtaining historical orders that were issued prior to 1989, contact the *Office of Commission Clerk* at [Clerk@psc.state.fl.us](mailto:Clerk@psc.state.fl.us) or 850/413-6770. Orders issued within the past two months are available by selecting **Clerk's Office > Orders**.

### How do I know the schedule of events for a docket?

The schedule for processing a docket is set forth on the Case Assignment and Scheduling Record

(CASR). The CASR is a tentative docket schedule, subject to change over the life of a case. To view a CASR, select **Clerk's Office** > [Dockets](#), enter the docket number and click "Search" to display the **Time Schedule (CASR)**.

**Can I be placed on a docket mailing list?**

The *Office of Commission Clerk* maintains a mailing list for each docket before the Commission, which facilitates proper distribution of notices and orders, in accordance with Section 120.569(1), Florida Statutes, and the Commission's Statement of Agency Organization & Operations. This mailing list includes the names and contact information of persons or other entities who are *parties to the proceeding* and those who have requested *interested persons* status. Requests to be placed on the mailing list as an *interested person* must be in writing. Such requests may be e-mailed or mailed. If you are a substantially affected person, see the applicable provisions of [Rule 25-22.039, Florida Administrative Code](#), for information regarding intervening in a docket.

## **FILING WITH THE COMMISSION**

### **Can I file documents electronically?**

The PSC recognizes that electronic filing facilitates quick and easy access, and that many electronic records are “born digital” so there is no paper counterpart. Documents are eligible for electronic filing, provided certain requirements are met (see [Filing Documents Electronically](#), available from the **Clerk’s Office** page). Electronic filing is done via the [Electronic Filing Web Form](#), available on the **Clerk’s Office** page. An acknowledgement e-mail is sent to the e-filer, indicating the document has been received and will be reviewed by the *Office of Commission Clerk*. If the document meets the filing requirements and is accepted, the filer may verify the e-filing by viewing the docket for that case. If the document fails to meet these requirements, a Deputy Clerk will contact the filing party with further instructions.

### **How many copies must I file?**

There is no requirement to file additional copies when documents are e-filed, except for rate case MFRs filed pursuant to Rules 25-6.043, 25-6.0435, 25-7.039, 25-7.040, 25-30.436, or 25-30.437, F.A.C., which electronic filings must be accompanied by the appropriate number of copies as provided by the rule or order under which the filing is made.

See the following guide for paper filing:

<b>FILING REQUIREMENTS</b>		
<b>TYPE OF FILING</b>	<b>F.A.C.</b>	<b>NO. OF COPIES</b>
<b>ELECTRIC AND GAS</b>		
Investor-Owned Electric Utility, rate increase	<a href="#">25-6.043</a>	10
Electric Depreciation Study (file in electronic format)	<a href="#">25-6.0436</a>	N/A
Natural Gas Utility, rate increase	<a href="#">25-7.039</a>	10
Gas Depreciation Study (file in electronic format)	<a href="#">25-7.045</a>	N/A
Security Application	<a href="#">25-8.006</a>	Original+5 or Original+1 & 1 CD
Security Consummation Reports	<a href="#">25-8.009</a>	Original+3 or Original+1 & 1 CD
Tariff – One for each kind of utility service (i.e., gas & electricity, water & wastewater, etc.) with transmittal letter	<a href="#">25-9.004</a>	4
Confidential Filings – Original <u>request for confidential classification and material for which confidential treatment is being requested (information asserted to be confidential is highlighted)</u>	<a href="#">25-22.006</a>	Original request + highlighted material +2 redacted copies
Ten-Year Site Plan: <u>Existing sites</u> – Filed annually, first workday of April <u>New construction</u> – Filed the year construction decision is made or at least 3 years prior to application for site certification, and every year thereafter until facility is fully operational	<a href="#">25-22.071</a>	25
<b>TELECOMMUNICATIONS</b>		
Application for Certificate – Pay Telephone Service (PATS)	<a href="#">25-4.511</a>	Original+1
Application for Approval of Sales or Transfer of Certificate	<a href="#">25-4.512</a>	Original+1
<b>WATER AND WASTEWATER</b>		
Application for Certificate of Authorization, amendment, transfer, or name change	<a href="#">25-30.032</a> <a href="#">through</a> <a href="#">25-30.039</a>	N/A
Depreciation	<a href="#">25-30.140</a>	6
Application for Rate Increase Corrections/Updates/Changes to originally filed data	<a href="#">25-30.436</a>	10
Limited Alternative Rate Increase	<a href="#">25-30.457</a>	N/A
Application for Approval of New or Revised Service Availability Policy or Charges	<a href="#">25-30.565</a>	Original+6+ filing fee Tariff Sheets: Original+3
<b>DISCOVERY</b> (i.e., answers to interrogatories and request for production of documents)		
Serve on the assigned PSC attorney. The original <i>Notice of Service</i> is filed with CLK.		

## LIVE EVENTS AT THE COMMISSION

### How do I know what events are on the Commission calendar?

The following information is available from the website by selecting **Conferences & Meeting Agendas**.

- The [Commission Calendar](#) is a six month internal planning document and is subject to revision.
- The [Schedule of Events](#) is an interactive calendar, which also lists hearings and other scheduled meetings. Selecting the docket number will advance you to the **Docket Details** page.
- The [Schedule of Commission Conferences](#) displays conference dates and types, as well as the date recommendations are to be filed, and the date the Commission Conference agenda is to be issued. From this page, you can advance to current online agendas.
- The [Commission Conferences of the FPSC](#) allows you to select the appropriate date for viewing the applicable agenda recommendations, vote sheets, and transcripts. Selecting the docket number from this page advances you to the **Docket Details** page.
- The [Internal Affairs Agendas](#) provide current schedules, attachments, and archived events.
- From the [Audio and Video Event Coverage](#), you can listen to/view live public events as they occur, or archived records of previous events.
- Selecting [Rule Development Tab](#) will keep you informed on rule development workshops.

### Are written transcripts available of Commission proceedings?

The *Office of Commission Clerk* is responsible for verbatim transcripts of Commission hearings and other proceedings before the PSC. Transcripts are available from **Clerk's Office > Dockets** by entering the docket number and selecting the **Document Filings Index**.

### How can I find Commission Conference information?

The Commission Conference agendas, staff recommendations, vote sheets and transcripts are available at **Conferences & Meeting Agendas > Commission Conferences of the FPSC**. Select the Commission Conference date of interest and select a docket number. From there, advance to **Docket Details** and **Document Filings Index** for a particular docket.

### Can I view Commission events?

**Upcoming Events** and audio and video recordings are available online by selecting **Conferences & Meeting Agendas > Audio and Video Event Coverage**. Click **Video** to watch the meeting with documents, or **Agenda** to see just the documents. To access a recording, select the event and event date from the following options:

- Commission Conference Agenda
- Hearing
- Internal Affairs
- Other Meetings (e.g., status conferences and non-rule workshops)
- Prehearing
- Rule Workshop - Commissioners
- Rule Workshop - Staff
- Special Commission Conference

Selecting [Watch Live Broadcast](#), if applicable, from the homepage will advance you to [Audio and Video](#)

[Coverage](#), where the following selections are available:

- Upcoming Events
- Audio/Video Event Calendar
- Archives of PSC Audio/Video Events
- Video Public Service Announcements

You can also search the archives by selecting **Archives of PSC Audio/Video Events**, or by typing keywords into the *Search Archives* box.

**What if I need disability accommodations?**

In accordance with the Americans with Disabilities Act, persons needing special accommodations to participate in Commission proceedings should contact the *Office of Commission Clerk* no later than five days prior to the event at 2540 Shumard Oak Boulevard, Tallahassee Florida 32399-0850 or at 850-413-6770 (Florida Relay Service, 800-955-8771 TDD or 800-955-8770 voice). Assisted Listening Devices are available at the Office of Commission Clerk, Gerald L. Gunter Building, Room 152.



## **REGULATED UTILITIES**

### **Where is information on Regulated Utilities?**

For a listing of Regulated Companies, select [Utility Regulation](#) and the appropriate industry. Complete the selections and view. Complaint tracking, interconnection agreements, and utility annual reports, filed as of 2000, are available from this page.

### **Can I modify a regulated utility's information?**

Official company representatives may request a modification to a regulated company's information by printing and updating a [Change of Company Information on Regulated Utility Form](#), available from the website under **Clerk's Office**. Pursuant to the Commission's Statement of Agency Organization & Operations, changes to this information must be reported in writing, as soon as they occur, to the *Office of Commission Clerk*. Forms must be signed and dated and may be emailed to [Clerk@psc.state.fl.us](mailto:Clerk@psc.state.fl.us) or mailed to the Florida Public Service Commission, Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850.