

**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, which are available on the PSC website by selecting **Utility Regulation** > [PSC Rules](#).

General Information

Business Hours	8:00 a.m. to 5:00 p.m. Monday through Friday, excluding holidays
PSC Website	www.floridapsc.com
Clerk's Contact Information	E-mail: Clerk@psc.state.fl.us Phone Number: (850) 413-6770 Fax Number: (850) 717-0114
Request Documents	Copies of Documents and Public Records Requests
Electronic Filing	Electronic Filing Web Form Filing Documents Electronically (requirements)
Mailing Address	Florida Public Service Commission 2540 Shumard Oak Boulevard Tallahassee, Florida 32399-0850
Physical Address	Gerald L. Gunter Bldg. 2540 Shumard Oak Blvd., Suite 152 Tallahassee, Florida 32399-0850
Directions	Directions to PSC Offices and Parking

Requests for Information

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](#), [Office of the Governor](#), and [First Amendment Foundation](#).

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.

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 two digits indicating the filing year (i.e. NNNNN-YY).

How may I obtain copies of documents?

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 July 1, 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.

How may I obtain copies of orders?

Commission orders are maintained in accordance with Section 120.53(1)(a)2.b., Florida Statutes, in an electronic database and are available dating back to 1987. 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 1987, contact the *Office of Commission Clerk*, and a Deputy Clerk will assist you. Recent orders are available by selecting **Clerk's Office** > [Orders](#).

How may I view a docket's schedule?

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 **Events List**.

How can I find out what events are scheduled on the Commission's 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 for the next six months. 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 the 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 or review the minutes of past Commission conferences.
- 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](#) can be selected for viewing of 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 you can listen to/view archived records of previous events.
- Selecting [Notice of Staff Workshops](#) will keep you informed on staff events, such as rule development workshops.

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.

Are transcripts (a written record) of hearings available?

The *Office of Commission Clerk* is responsible for producing 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**.

Is there an easy way to access Commission Conference information?

The Commission Conference agendas, staff recommendations, vote sheets and transcripts are available at **Conferences & Meeting Agendas > [Commission Conference of the FPSC](#)**. Select the Commission conference date that you are interested in and select the docket number. From there you can advance to the **Docket Details** page and the **Document Filings Index** for the particular docket.

How may I view or obtain audio and video recordings?

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 (such as 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 the [Audio and Video Event Coverage](#) page, where the following selections are available:

- 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.

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 newest docket displays at the beginning of each category. 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 in the *Search* box under **Search Docket**. 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 **Events List**, which sets the scheduled actions for the docket, is generally available within ten days from the initial opening of the docket.

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 and 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, faxed, 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.

Where is the information on Regulated Utilities located on the PSC Website?

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 and Operations, changes to this information must be reported to the *Office of Commission Clerk* in writing. All forms must be signed and dated. Completed forms may be faxed to (850) 717-0114, or mailed to the Florida Public Service Commission, Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850.

What if I need disability accommodations?

Pursuant to the Americans with Disabilities Act, anyone needing special accommodations to participate in proceedings may contact the *Office of Commission Clerk* at least 5 days prior to the event (Florida Relay Service 800-955-8771 TDD or 800-955-8770 voice. Assisted listening devices are available.

What is the required number of copies for filing?

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.

The following applies when filing by paper:

FILING REQUIREMENTS		
TYPE OF FILING	F.A.C.	NO. OF COPIES
ELECTRIC AND GAS		
Investor-Owned Electric Utility, rate increase	25-6.043	21
Electric Depreciation Study	25-6.0436	6 (6)(a)-(f)&(h) 3 (6)(g)
Natural Gas Utility, rate increase	25-7.039	20
Gas Depreciation Study	25-7.045	6 (6)(a)-(f)&(h) 3 (6)(g)
Security Application	25-8.006	Original+5 or Original+1 & 1 CD
Security Consummation Reports	25-8.009	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	25-9.004	4
Confidential Filings - Original request for confidential classification <i>and</i> material for which confidential treatment is being requested (information asserted to be confidential is highlighted)	25-22.006	Original + highlighted material + 2 redacted copies
Ten-Year Site Plan: Existing sites - Filed annually, first workday of April New construction - 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	25-22.071	25
TELECOMMUNICATIONS		
Application for Certificate - Pay Telephone Service (PATS)	25-24.511	Original+1
Application for Approval of Sales or Transfer of Certificate	25-24.512	Original+1
WATER AND WASTEWATER		
Application Initial certificate of authorization, amendment, transfer, or name change	25-30.032	Original+6 or, of transfer to govern - mental authority Original+2
Depreciation	25-30.140	6
Application for Rate Increase	25-30.436	16+3 numerical data
Limited Alternative Rate Increase	25-30.457	N/A
Application for Approval of New or Revised Service Availability Policy for Charges	25-30.565	Original+6+plus filing fee Original+3 (Tariff Sheets)
DISCOVERY (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.		