

FLORIDA PUBLIC SERVICE COMMISSION
OFFICE OF COMMISSION CLERK



FREQUENTLY ASKED QUESTIONS

These Questions and Answers have been prepared by the *Office of Commission Clerk* to provide general information and assist with locating information on the Public Service Commission (PSC) Web site. The information presented is intended to answer questions regarding typical situations. You should also consult the rules of the Florida Public Service Commission. These rules are available from the PSC's Web site by selecting **Utility Regulation > PSC Rules**.

General Information

Business hours:	8:00 to 5:00, Monday through Friday, excluding holidays
Mailing Address:	Florida Public Service Commission 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850
Physical Address:	Betty Easley Conference Center 4075 Esplanade Way, Room 110 Tallahassee, Florida
Electronic Filing:	Filings@psc.state.fl.us
PSC Web site:	www.floridapsc.com
E-mail the Clerk:	Clerk@psc.state.fl.us
Clerk's Telephone Number:	(850) 413-6770
Clerk's Fax Number:	(850) 413-7118

For helpful information, such as directions to the PSC Offices and parking information, from the PSC Web site homepage, select **About the PSC > Contact Information**. E-mail relating to public business falls within the statutory definition of "public record" and are subject to the same retention and access requirements as all other public records.

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 records, 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.

The Office of Commission Clerk acts as the PSC's liaison for public records requests. Persons may check the status of public records requests by selecting "Public Records Requests Received" from the Web site's home page. Note that this is not an all inclusive list of requests received by the Commission, in that many document requests are responded to directly during the normal course of business. E-mails directed to the PSC are public records.

Are there charges for obtaining copies of documents?

The PSC strives to make as many records, reports, and other documents filed with or produced by the Commission available at no charge on the Web site. Documents that are available in an 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. The PSC's fees are as follows:

Copies of Documents	<u>§ 119.07(2)(a), F.S.</u> <u>§ 119.07(4)(a)1, F.S.</u> <u>§ 119.07(4)(a)2, F.S.</u> <u>§ 119.07(4)(c), F.S.</u> <u>§ 28.24(27), F.S.</u> <u>§ 350.06(6) F.S.</u>	Records provided electronically.... Single-sided pages..... Duplexed pages..... Certified copies..... Certified or registered mailing.... Where fee would be < \$ 1.00.....	no charge \$.15 \$.20 \$ 1.00 each cost of mailing no charge
Florida State Agencies	<u>§ 28.24(12)(e)1, F.S.</u> All court records are the property of the State of Florida. The clerk of the court shall not charge for copies generated by CMS or held by the court. <u>§ 119.011(2), F.S.</u> "Agency" means any state, county, district, authority, or municipal officer, department, division, board, bureau, commission, or other separate unit of government created or established by law.		no charge
Media Charges	<u>§ 119.07(4)(a)3, F.S.</u> <u>§ 350.06(6) F.S.</u>	Thumb drive..... Video tape..... Audio tape..... DVD..... CD..... Where fee would be < \$ 1.00.....	\$ 10.00 each \$ 2.56 each \$.46 each \$.60 each \$.19 each no charge
Records on Appeal	<u>§ 28.24(2), F.S.</u> <u>§ 28.24(17), F.S.</u> <u>§ 28.24(5)(a), F.S.</u>	Preparing appellate record..... Certification preparation..... Copy of the record	\$ 3.50 per instrument \$ 7.00 per certification \$ 1.00 per page
Special Service Charge	<u>§ 119.07(4)(a)3(d), F.S.</u> If the nature or volume of public records requested to be inspected or copied is such as to require extensive use of information technology resources or extensive clerical or supervisory assistance by personnel, or both, in addition to the actual cost of duplication, a "special service charge," will be added to the charge for copies based on the cost incurred for such extensive use of information technology resources or the labor cost of the personnel providing the service, that is actually incurred for the clerical and supervisory assistance, or both.	Information and Technology Services Office of the General Counsel Other PSC staff	\$ 28.15 per hour \$ 18.29 per hour \$ 11.29 per hour

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 (CASRs), transcripts, and exhibits. These files constitute the official records of Commission and are maintained on a permanent basis either on microfilm or in electronic medium, as prescribed in the retention schedules approved by the Department of State. Official filings within a docket are assigned document numbers.

How can I obtain copies of documents?

The PSC's Web site has information regarding docket numbers, docket titles, names of utilities involved, Commissioner and staff assignments, mailing lists, scheduled events, and document filing descriptions. Most non-confidential documents filed as of July 1, 1999, are available for viewing and printing by selecting **Dockets & Filings > Dockets**, where you can search by the docket number, docket title, or document number. To find out if a document is available online, enter the docket number, and review the **Document Filings Index** or enter the assigned document number. Most filings are available on the Web site within four hours of filing, or the next business day, if filed after 1:00 p.m. PDF documents available from the **Document Filings Index** page that are shown in **Red** and marked with an asterisk are an image of the official document on file with the *Office of Commission Clerk*. Any supplementary document forms, such as Word files, are provided for your convenience and may not accurately reflect the contents of the filed documents.

The *Office of Commission Clerk* is available to assist you in obtaining the information you need. Document requests can be e-mailed to Clerk@psc.state.fl.us or faxed to (850) 413-7118. For your convenience, a Copy Request Form is available from the PSC Web site by selecting **Dockets & Filings > Copy Request Form**. Upon receipt of your request, you will be contacted regarding the approximate response date and any applicable charges.

How can 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. To research Commission orders, visit the "**Advanced Search**" selection (located on the upper-left section of the main Web site page). Orders are available dating back to 1987. Orders are also available by selecting **Dockets & Filings > Orders**. If you need assistance in researching information or for obtaining historical orders that are not available electronically from the Web site, please contact the *Office of Commission Clerk*.

Tips for Improving Search Terms

- **Searching for phrases** - Specifying more than one search term searches for both. **Public** and **Service** searches for documents containing both "Public" and "Service", giving highest relevance to those with the phrase "Public Service". If you want to search for the exact phrase "Public Service", surround the phrase with quotation marks, i.e., "**Public Service**". Alternatively, you can hyphenate all the words together, e.g. **Tampa-Electric-Company**.
- **Wildcards** - The wildcard (*) represents one or more unspecified characters in the search term. For example, searching for **electr*** will include matches for "electric", "electronic" and "electronically".
- **To exclude words, use the minus sign** - If you are searching for the word "Public" but wish to exclude all documents containing the phrase "Public Service", type a minus sign before "Service", i.e. search for **Public -Service**.
- **Two phrases** - To search for two phrases, type the phrases with surrounding quotation marks, e.g., if you are searching for "Public Service" and "electric company", type "**Public Service**" "**electric company**".

Can 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 **Dockets & Filings > 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?

Many calendars are available from the Web site by selecting **Agendas & Hearings**.

- The **Commission Calendar** is an internal planning document and is subject to revision. It has scheduled information six months in advance.
- The **Schedule of Events** lists hearings and other scheduled meetings for the next four weeks. This is an interactive calendar. By selecting the docket number, it will advance you to the **Docket Details** page.
- The **Schedule of Agenda 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 agenda conferences.
- The **Agendas Conferences of the FPSC** allows you to select the appropriate date for viewing the applicable agenda recommendation, vote sheet, and transcript. This is an interactive web page. By selecting the docket number from this page, you can advance to the **Docket Details** page.
- The **Internal Affairs Agendas** can be selected for viewing of current schedules, attachments, and archived schedules.
- From the **Audio and Video Event Coverage**, you can listen to live public events as they occur, or you can listen to archived records of previous events.
- Selecting **Notice of Staff Workshops** will keep you informed on staff events, such as rule development workshops.

Are transcripts (a written record) of hearings available?

The *Office of Commission Clerk* is responsible for preserving the testimonies of depositions and hearings, and for preparing, filing, and distributing the official transcripts and for accurate identification and timely filing of the exhibits. Hearing Transcripts are available free of charge at **Dockets & Filings > Dockets** by entering the docket number and selecting **Document Filing Index**. Additionally, agenda transcripts are available from **Agenda & Hearings > Agendas Conferences of the FPSC**. You may also purchase a transcript directly from the court reporter at the hearing or by submitting a **Transcript Request Form**, which is available by selecting **Dockets & Filings** and **Copies**.

What other information is available on the PSC Web site?

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 **Utility Regulation > Companies Regulated by the PSC**.

How can I view the status of applications and filings?

For filings that will result in the establishment of a new docket, select **Dockets & Filings > Dockets**, and the appropriate choice under **Categories of Dockets**. The newest dockets display 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, select **Dockets & Filings**, then choose the specific category and the specific docket. Official filings are normally available from the Web site within four hours of filing, or the next business day, if filed after 1:00 p.m. For new dockets, 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 view Commission conference agendas, minutes, and transcripts?

Agendas and Staff Recommendations are available at **Agenda & Hearings > Agenda Conferences of the FPSC**. Next, click on appropriate radio button to select the agenda date that you are interested in. The Agenda, Agenda Items, Recommendations, Dockets, Vote Sheets, and Transcripts are available in this central location. By selecting the docket number, you can advance to the **Docket Details** page and the Document Index Listing for the particular docket.

How can I obtain audio and video recordings?

Audio and video recordings for the past six months of Agenda conferences, Internal Affairs conferences, Commissioner-attended workshops, customer service meetings, and some staff workshops are available online by selecting **Agenda & Hearings > Audio and Video Event Coverage > Archives of PSC Audio/Video Events**. Recordings can also be purchased by contacting the *Office of Commission Clerk*.

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), F.S. 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 filed with the *Office of Commission Clerk*. 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.

How can I modify a regulated company's information?

Official company representatives may request a modification to a regulated company's information by selecting **Utility Regulation** and the **Change of Company Information on Regulated Utility Form**. The form must be printed and changes made by a company representative only, then signed, dated, and mailed or faxed to the *Office of Commission Clerk*.

Does the PSC accept electronic filing?

The Commission accepts documents for filing by electronic transmission, provided certain requirements are met. If the document tendered for filing fails to meet the electronic filing requirements, the *Office of Commission Clerk* will contact the filing party with instructions. The Florida Public Service Commission Electronic Filing Requirements may be found at **Dockets & Filings > Electronic Filings**. The Commission does not accept fax-filing.

What is the required number of copies for filing?

Most pleadings require the original and seven copies. Discovery pleadings, such as answers to interrogatories and request for production of documents, should be served on the assigned PSC attorney, with the original Notice of Service to be filed with the *Office of Commission Clerk*. If a document is filed electronically, no paper copies are required to be filed.

TYPE OF FILING	F.A.C.	COPIES
ELECTRIC AND GAS		
Investor-Owned Electric Utility, rate increase	25-6.043	21 copies
Electric Depreciation Study *required by paragraph (6)(a)-(f)&(h) **required by paragraph (6)(g)	25-6.0436	*6 copies **3 copies
Natural Gas Utility, rate increase	25-7.039	20 copies
Gas Depreciation Study	25-7.045	6 copies
Security application	25-8.006	Original+5 or Original+1 & 1 diskette
Security Consummation Reports	25-8.009	4 copies or 2 copies & 1 copy on diskette
Tariff *One submitted <u>with transmittal letter</u> for each kind of utility service (i.e., gas & electricity, water & wastewater, etc.).	25-9.004	4 copies
Confidential Filings- Original <u>request for confidential classification and Material for which confidential treatment is being requested</u> (information asserted to be confidential shall be highlighted)	25-22.006	Original + highlighted material + 2 redacted copy
Pleadings	25-22.028	Original+7 Rate increase Original+20
Ten-Year Site Plan <u>Existing sites-</u> Filed annually, first workday of April <u>New construction-</u> Filed in 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 copies
TELECOMMUNICATIONS		
IXC tariff, Registration Required	25-24.470	Original+2
Application for Certification Pay Telephone Service (PATS)	25-24.511	Original+1
Application for Approval of Sales, Assignment or Transfer of Certification (PATS)	25-24.512	Original+1
Application for Certification Shared Tenate Service (STS)	25-24.567	Original+1
Application for Approval of Sale, Assignment or Transfer Certificate (STS)	25-24.569	Original+1
Application for Certificate Alternative Access Vendor (AAV)	25-24.720	Original+1
Application for Approval of Sale, Assignment, or Transfer of Certificate (AAV)	25-24.730	Original+1
Application for Certificate, Competitive Local Exchange Service (CLEC)	25-24.810	Original+1
Application for Approval of Sale, Assignment, or Transfer of Certificate (CLEC)	25-24.815	Original+1
WATER AND WASTEWATER		
Application, Water & Wastewater (WAW) Initial certification of authorization, amendment, transfer, or name change *Transfer to governmental authority	25-30.032	Original+6 *Original+2
Depreciation (WAW)	25-30.140	6 copies
Application for Rate Increase (WAW)	25-30.436	6 copies+ 3 of numerical data
Limited Alternative Rate Increase (WAW)	25-30.457	Original+2
Application for Approval of New or Revised Service Availability Policy for Charges (WAW)	25-30.565	Original+6 <u>plus filing fee</u> Tariff Sheets–Original+3

What if I need disability accommodations?

Pursuant to the Americans with Disabilities Act, any person requiring special accommodations to participate in proceedings should contact the *Office of Commission Clerk* by mail or at the following telephone numbers: (850) 413-6770, 1-800-955-8771 (TDD), or 1-800-955-8770 (voice) Florida Relay Service, at least 48 hours prior to the proceeding. Assisted listening devices are available upon request.