



FROM THE DESK OF:

Chairman
Mike La Rosa

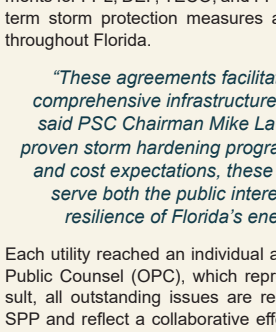
Chairman Mike La Rosa Launches Hurricane Season Web Hub, Coinciding with PSC Annual Preparedness Workshop

With the 2025 Atlantic hurricane season now officially underway, the Florida Public Service Commission (PSC) is reaffirming its commitment to storm preparedness, emphasizing utility readiness, interagency coordination, and consumer protection.



"As Florida continues to lead the nation in hurricane response and power restoration, the Commission remains focused on strengthening our training and preparedness to stay storm ready," said PSC Chairman Mike La Rosa. "In close collaboration with our local, state, and federal partners—as well as Florida's utility providers—we're committed to ensuring a swift, safe, and coordinated response that protects service reliability for all Floridians."

On June 3, Commissioners received an overview of the PSC's Annual Hurricane Preparedness Workshop, held on May 13. Presentations from Florida Power & Light Company (FPL), Duke Energy Florida, LLC (DEF), Tampa Electric Company (TECO), Florida Public Utilities Company (FPUC), the City of Tallahassee, and the Florida Electric Cooperative Association can be found [here](#).



To help Floridians prepare, the PSC has launched a new online hub—"Hurricane Season: What you need to know!" Accessible via the blue bar on the homepage of www.FloridaPSC.com, this resource offers key information on preparing before and after a storm, including outage reporting, generator safety, and repair responsibilities. It also features year-round tips like tree trimming near power lines, securing electrical equipment, and updating your hurricane supply kit. Additional links to state and federal emergency resources are also provided.

Commissioners also heard from the Florida Division of Emergency Management, Amy Godsey—Deputy Bureau Chief of Response, Operations Chief, and Chief State Meteorologist—provided a Concept of Operations briefing that outlined the state's strategic approach to storm response.

In 2024, Florida was under a federal disaster declaration for 59 days. During that time, the state experienced 18 distinct hazards and 10 emergency activations at the State Emergency Operations Center (SEOC). The SEOC is home to the State Emergency Response Team, which is made up of subject matter experts organized into 20 Emergency Support Functions (ESF) designated to coordinate and provide resources during activations.

The PSC leads ESF 12: Energy at the SEOC, coordinating with electric and natural gas utilities to support the rapid and safe restoration of service to Floridians during hurricanes and other state emergencies.

The PSC encourages all residents to develop a personal storm plan and to stay informed through their utility providers' websites, social media, and local emergency alerts.



PSC Approves Storm Protection Plan Agreements for FPL, DEF, TECO, and FPUC

In May, the PSC approved Storm Protection Plan (SPP) agreements for FPL, DEF, TECO, and FPUC that will strengthen long-term storm protection measures and improve grid resilience throughout Florida.

"These agreements facilitate implementation of comprehensive infrastructure hardening strategies," said PSC Chairman Mike La Rosa. "By building on proven storm hardening programs while refining scope and cost expectations, these storm protection plans serve both the public interest and the long-term resilience of Florida's energy infrastructure."

Each utility reached an individual agreement with the Office of Public Counsel (OPC), which represents customers. As a result, all outstanding issues are resolved for each company's SPP and reflect a collaborative effort to balance infrastructure improvements with customer interests.

Following legislation passed in 2019, PSC rules require Florida's investor-owned utilities (IOUs) to file SPPs for approval every three years that outline initiatives over a 10-year planning horizon to strengthen infrastructure to withstand extreme weather. IOU SPP's were first approved by the PSC in October 2022. The PSC is required to provide an annual report on the status of the IOU's SPP activities to the Governor and the Legislature.

Florida's IOUs already have storm hardening programs financed through a utility's rate base. As required in the storm protection plan law, PSC rules also establish a separate cost recovery mechanism for storm protection activities. IOUs may seek PSC approval to recover incremental costs annually—in a separate recovery clause—similar to their request for fuel cost recovery. A PSC hearing in the SPP Cost Recovery Clause docket is scheduled for November 4-7, 2025.



PSC Commissioners Hear from FPL Customers across Florida

During the last week of May and first week of June, PSC Commissioners traveled the state to meet with customers of Florida Power & Light Company. FPL has petitioned the Commission for a rate increase, and receiving testimony directly from customers on the company's quality of service and its petition is an important part of the rate case process.

Starting with a customer hearing in Ft. Myers, Commissioners also heard from FPL customers in Miami Gardens, Hollywood, West Palm Beach and Daytona Beach on May 27-30. Commissioners began the next week by hosting three virtual hearings to allow customers who could not attend an in-person hearing to also have an opportunity to testify. On June 5-6, the PSC continued in-person hearings in Pensacola and Panama City.

In all, Commissioners held seven in-person and three virtual customer hearings and heard directly from approximately 600 FPL customers. In addition, customers have provided comments on the case by filing them with the PSC's Commission Clerk at clerk@psc.state.fl.us. Customers' written comments become part of the official record and are considered before deciding the case.

A technical hearing on FPL's rate case is scheduled for August 11-23, and Commissioners will decide the case later this fall, with new rates effective in January 2026. You can access a Rate Case Overview [here](#), or access all documents filed in FPL's rate case [here](#).



PSC Delivers Advanced Nuclear Power Feasibility Report to the Florida Governor and Legislature

The PSC approved the Advanced Nuclear Power Feasibility Report containing findings and recommendations for potential legislative or administrative actions to enhance use of advanced nuclear technologies and delivered it to the Governor and the Legislature, as required, by April 1, 2025.

In 2024, the Governor enacted a law requiring the Commission to study and evaluate the technical and economic feasibility of using advanced nuclear power technologies, including small modular reactors, to meet the electrical power needs of the state. The report must also include research to encourage and foster the installation and use of these technologies at military installations in partnership with public utilities.

A PSC workshop on Nuclear Power Technologies, held in September 2024, included presentations from the Electric Power Research Institute, Gateway for Accelerated Innovation in Nuclear, and Florida Electric Power Coordinating Group that provided insight into the economics, opportunity, feasibility, timeline, and regulation of advanced nuclear technologies and their development. The PSC also consulted the Florida Department of Environmental Protection, the Florida Division of Emergency Management, and the technical expertise of the United States Department of Energy in compiling the report.

Recommendations must align with Florida's energy policy [377.601(2) F.S.] to ensure an adequate, reliable, and cost-effective energy supply that promotes the public's health and welfare and supports economic growth.

The PSC's recommendations to the Governor and the Legislature include:

- ◆ Commissioning a more comprehensive study beyond the impacts to Florida's electricity needs including its influence in attracting new economic development, manufacturing, workforce development, and a potential site inventory;
- ◆ Ensuring cost recovery for preliminary costs incurred during site evaluations to mitigate financial risks during the early phases of project development, building upon prior legislative actions;
- ◆ Enhancing stakeholder engagement and education concerning advancements in nuclear safety to help dispel misconceptions and build public confidence in advanced nuclear energy; and
- ◆ Moving forward with additional initiatives if the costs associated with advanced nuclear technologies are more certain and demonstrate clear benefits to utility customers.

As the economic regulator of utilities in the state, the PSC's role in reviewing a utility's decision to build a particular generation technology is ensuring it is the most cost-effective alternative to meet customers' energy requirements, considering the need for reliability and fuel diversity.

You can access the Advanced Nuclear Power Feasibility Report [here](#).



Chairman Mike La Rosa Participates in NAWC Fireside Chat

In March, Chairman La Rosa attended and participated in the National Association of Water Companies (NAWC) board of directors meeting at Amelia Island. The Chairman joined National Association of Regulatory Utility Commissioners (NARUC) President Tricia Pridmore for a fireside chat with NARUC Water Committee Chair, New Jersey Board of Public Utilities Commissioner Mike Bange, and NAWC President and CEO Rob Powelson. The fireside chat included conversations around data-center water demand, regulatory challenges facing the utility sector and a few good insights on the important role NAWC plays at NARUC.



Consumer Education and Outreach

PSC Celebrates Seniors During Older Americans Month

The PSC was pleased to celebrate older Floridians during Older Americans (OAM) Month in May. While the PSC provides support to seniors year-round — helping save money on utility bills and avoid scams — OAM offers a special opportunity to honor the vital role seniors play in our communities.

"This year's Older Americans Month theme, Flip the Script, encourages a fresh perspective on aging by embracing the limitless potential of every stage of life," said PSC Chairman Mike La Rosa. "Florida's seniors inspire us daily, and we are honored to support them in living enriched, empowered lives."

With 21 percent of its population age 65 or older, Florida ranks among the top states for its senior population. The PSC actively promotes programs and resources to help seniors, including the federal Lifeline Assistance program, energy and water conservation measures, and fraud prevention to help protect against utility scams.

Throughout May, the PSC hosted educational sessions in Madison, Holmes, Volusia, and Duval Counties, bringing the PSC directly to local communities to connect with seniors and caregivers alike.

About Older Americans Month: *Since 1963, communities and agencies across the state and the nation have joined in the annual Older Americans Month commemoration. The tradition shows the state's commitment to celebrating the contributions and achievements of older Florida residents. Sponsored by the U.S. Department of Health and Human Services, more OAM information can be found [here](#).*

Florida PSC Recognizes National Drinking Water Week

To commemorate National Drinking Water Week, May 4-10, 2025, the PSC joined water professionals across the country to remind consumers to get serious about water conservation.

"Water is one of Florida's most valuable resources, and we all share the responsibility to protect it," said PSC Chairman Mike La Rosa. "During the week, the PSC highlighted the essential role water plays in our daily lives. We can all take small but valuable steps to conserve our state's most important resource."

Following are water conservation tips from Drinking Water Week's organizer, the American Water Works Association. As a bonus, the tips will also help lower your water bill:

- ◆ **Fix Leaks:** Repair dripping faucets, leaky toilets, and any other leaks in pipes.
- ◆ **Replace Appliances:** Switch to high-efficiency Water-Sense labeled toilets, showerheads, and faucets.
- ◆ **Water-Efficient Habits:** Turn off the tap while brushing teeth or shaving, and take shorter showers.
- ◆ **Adjust Washing Machine Use:** Fully load the machine before running it, and adjust the water level to the load size.
- ◆ **Mulch and Water Wisely:** Use mulch around plants and trees to reduce evaporation and water needs, and only water when necessary.
- ◆ **Optimize Irrigation:** Position sprinklers correctly and consider rainwater harvesting for landscape irrigation.
- ◆ **Reduce Outdoor Water Use:** Sweep driveways and sidewalks instead of hosing them off, and wash cars with water buckets instead of hoses.

You can access the PSC's Drop by Drop brochure and Conservation House for more water conservation tips. You can also find additional water conservation information on the PSC's website.

About Drinking Water Week: *For more than 40 years, the American Water Works Association and its members have celebrated Drinking Water Week—an opportunity for water professionals and the communities they serve to recognize the vital role water plays in our daily lives. Additional information on National Drinking Water Week 2025 is available [here](#).*

Neighborhood Care Network Named PSC Helping Hand

In April, the PSC recognized the Neighborhood Care Network as a PSC Helping Hand for helping raise awareness about the many ways the PSC can assist Floridians, from providing educational publications to resolving a utility complaint.

"We thank the Neighborhood Care Network for working with us to assist their clientele with resolving utility bill or service issues, protecting against scams, and sharing conservation strategies," said PSC Chairman Mike La Rosa.

The Commission recently met with area residents at the Enoch Davis Center in St. Petersburg, and the Crystal Lakes Manor Clubhouse in Pinellas Park. During both sessions, the PSC shared a variety of educational publications, including Where to Find Help in Florida—a resource guide on many social service programs—and "Get Wise and Conserve Florida", a children's activity booklet that provides a fun way for seniors to engage grandchildren in conservation.

"We are pleased to be named a PSC Helping Hand partner," said Anita Frankhauser, Director of Nutrition for the Neighborhood Care Network. "We hope to continue our partnership with the PSC, as our seniors and community members enjoyed the educational sessions and publications."

The PSC regularly distributes materials to reach those who can benefit from information on hurricane preparedness, scam protections, and energy and water conservation. Look for all the PSC Helping Hand outreach partner recognitions on the PSC's website, www.FloridaPSC.com, under Consumer Information/Consumer Portal.

Neighborhood Care Network is dedicated to improving the lives of older persons in Pinellas County in need of home and community-based services.

Commission Initiatives

Florida PSC Implements Efficiency Team Plan

In April, the PSC launched a new agency-wide initiative focused on improving efficiency, enhancing transparency, and delivering more effective, responsive service to Florida's consumers and other key stakeholders. Spearheaded by the newly established Efficiency Team, the initiative aims to strengthen internal operations and drive continuous improvement across all areas of the Commission's work.

"As a legislative agency, the PSC supports the growing momentum to improve government efficiency at both the state and federal levels," said PSC Chairman Mike La Rosa. "Our new efficiency plan lays out a bold vision to drive innovation, eliminate redundancies, and modernize the way we work—ultimately ensuring that we deliver the highest level of service to Florida's consumers. This initiative reflects our deep commitment to accountability, transparency, and responsible stewardship of public resources."

The PSC's Efficiency Team—a cross-functional group of agency leaders—will address key operational challenges and identify opportunities for improvement. Their work will focus on streamlining processes, improving transparency, enhancing internal communications, and strengthening coordination across the agency.

Primary goals for the PSC's efficiency team include:

- ◆ Reducing waste or redundancy;
- ◆ Leveraging technology to promote efficiency and maximize productivity;
- ◆ Enhancing service delivery and responsiveness;
- ◆ Aligning staff resources with agency priorities; and
- ◆ Promoting transparency and measurable outcomes.

The Efficiency Team will provide recommendations to the PSC Inspector General to help inform the development of the IG's Annual Audit Plan. Additionally, PSC employees will be encouraged to submit ideas and suggestions through an internal online Suggestion Form, fostering a culture of continuous improvement across the agency.

You can access the PSC's Efficiency Team plan [here](#).

Employee of the Month

Eric Wooten in the Office of Industry Development & Market Analysis was April's Employee of the Month. Eric joined the Commission in 2016, and is a Public Utility Analyst IV in the Inter-carrier Services section. He is the main contributor to the annual competition report, he monitors all federal telecom activity, provides the Commissioners with the monthly federal activities report as well as providing primary analysis for most of the Inter-carrier Services section's major activities. In addition to this, he really shines as a mentor to new analysts, showing them the finer points of how the Commission does its unique work. He is always quick to volunteer for new telecom and energy projects, and is excellent at working in a team environment. He was most recently brought into the team that worked on the Advanced Nuclear Power Feasibility Report. His technical prowess and gregarious nature make him an indispensable asset to the IDM team.

Dale Buys in the Division of Accounting & Finance was June's Employee of the Month. Dale has provided exceptional service and commitment to the Commission since 2000. He has consistently demonstrated integrity and reliability in support of the Commission's mission. Notably, he has been instrumental in delivering expert analysis in the area of utility capital costs over the past 10 plus years. Dale always maintains professionalism and composure under pressure. He collaborates effectively with colleagues and external partners. His attention to detail, collaborative spirit, and proactive problem-solving skills exemplify the core values of government service. There's no doubt that Dale has made a positive impact on our agency.

IA Song of the Month

Our April Internal Affairs Song of the Month was Right Now by Van Halen, submitted by Matthew Morris of the Division of Administrative and IT Services.

June's Internal Affairs Song of the Month was Riders on the Storm by the Doors. This was the song selected during an impromptu vote at May's Coffee Talk. It was a perfect fit for hurricane season topics discussed during the meeting.

Coffee Talks

The Chairman continued his new monthly **Coffee Talks** series. Instead of meeting with each division separately, the Chairman's Office randomly selects 15-20 employees to have coffee and doughnuts in the Commission Suite each month. This format gives staff an opportunity to meet people that they may not have a chance to interact with in the course of their daily work.

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will be published online quarterly. Look [here](#) for past issues.