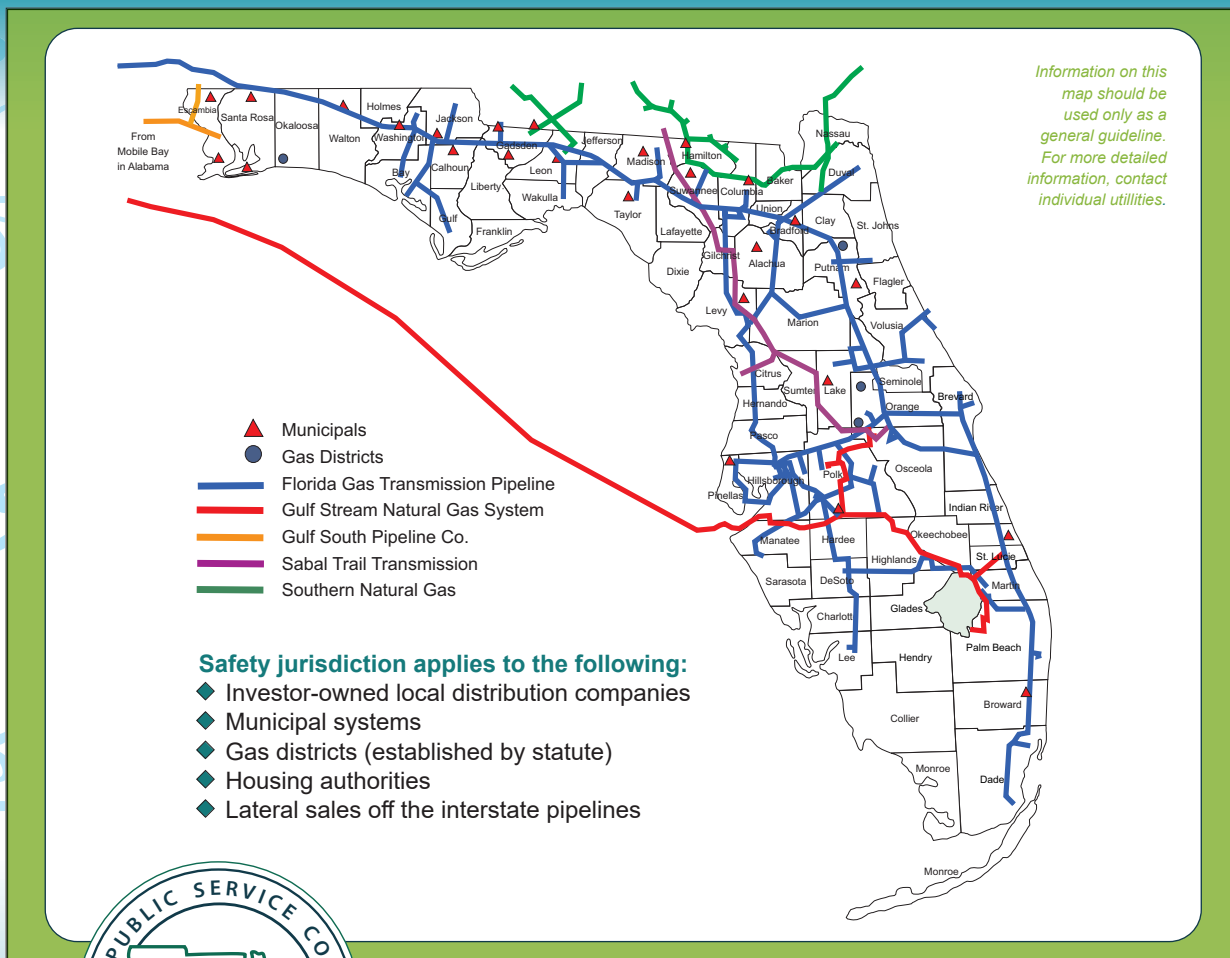


# Natural Gas Utility Regulation in Florida

Natural gas service in Florida began as early as 1852 in Jacksonville. At that time, gas was manufactured from coal and supplied for street lighting. In 1959, the Florida Gas Transmission Company built a pipeline to import natural gas from the oil and gas fields of Texas and Louisiana into Florida. The isolated manufactured gas companies began to connect to the pipeline and convert operations to natural gas. Today, three major interstate pipelines (Florida Gas Transmission, Gulf Stream Natural Gas System, and Sabal Trail Transmission) and two small interstate pipelines (Gulf South Pipeline Company and Southern Natural Gas) form the gas supply system in Florida. Florida's investor-owned natural gas utilities, composed of five companies, serve approximately 629,000 residential customers.



If you have a problem with your gas utility service, first attempt to resolve the situation with the company. Give them adequate time to correct the issue. If you still need help, call the PSC's Office of Consumer Assistance and Outreach at 1-800-342-3552.

Fax your questions to 1-800-511-0809 or contact the PSC via e-mail at [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us). For more information, visit [www.FloridaPSC.com](http://www.FloridaPSC.com).

Or, write to the Florida Public Service Commission's Office of Consumer Assistance & Outreach  
2540 Shumard Oak Boulevard ♦ Tallahassee, Florida 32399-0850

# Natural Gas Utility Regulation in Florida

The Florida Public Service Commission (PSC) has jurisdiction over all aspects of the operation of investor-owned local natural gas distribution companies. Chapters 366 and 368, Florida Statutes, provides the authority for the PSC to set the rates for service and review the quality of service.

The PSC also has jurisdiction over the safety aspects of all intrastate natural gas operations in the state. The interstate pipelines are subject to the direct jurisdiction of the U.S. Department of Transportation and the Federal Energy Regulatory Commission.

Through its Bureau of Safety, the PSC evaluates gas system engineering and operations to ensure that construction, repairs, and maintenance are done in accordance with specified, tested procedures using proper materials.

## Measuring Natural Gas

Natural gas is measured by volume but sold by its heating value or heat content. Volume is measured in cubic feet (CF) and heat value in Btu (British thermal units). A cubic foot of gas is considered equal to 1,000 Btu. The therm is the basic unit of sale of natural gas in Florida while other jurisdictions may use the cubic foot as the measure of sale.

## Gas Appliance Safety

- ◆ Follow the manufacturer's instructions for the operation and care of your gas appliance.
- ◆ A qualified professional should install, repair, and remove gas appliances.
- ◆ If you must relight a pilot light, always light the match and hold it at the ignition point before you turn on the gas.
- ◆ Do not store flammable materials near a gas appliance.
- ◆ Install a gas cutoff valve at each gas appliance.

## If You Smell Gas

Natural gas is odorless and tasteless in its pure state. A chemical, commonly ethyl mercaptan, is added to natural gas to give it a rotten egg smell for safety reasons.

### If you smell gas:

- ◆ Leave the house immediately.
- ◆ Do not use the telephone inside the house; go outside to call your gas supplier for assistance.
- ◆ Do not light a match.
- ◆ Do not turn off/on a light.



## Preventing Gas Leaks

*The most frequent cause of gas line breaks is digging near an existing pipeline. Avoid damaging a gas line while digging or excavating:*



## Know what's below. Call before you dig.







Call Sunshine State One Call of Florida (SSOCOF) at 811. During your call, you will be asked a series of questions designed to help pinpoint the exact location where you will be digging. After all the information is completed, you will be given a ticket number and a verbal list of those members (underground facility owners) who were notified by SSOCOF. Each member may not have underground facilities on your property. This service is free and required by law (Chapter 556, Florida Statutes).

### Wait the required time.

Once the member companies are notified, they are responsible for locating and marking the underground facilities on your property with paint, flags, stakes, or other marking material within 48 hours.

### Confirm utility response.

Before digging, be sure that all utilities in the area have marked their facilities or given you notice that their facilities do not exist where you will be working. If your dig site has been marked, you can easily identify the type of utility by its color code:

	Electric power lines, cables, conduit, and lighting cables
	Gas, oil, steam, petroleum, or gaseous materials
	Communications, alarm, or signal lines, cables, or conduit
	Potable water
	Reclaimed water, irrigation, and slurry lines
	Sewers and drain lines