



When to Call The Florida Public Service Commission

The Florida Public Service Commission (PSC) regulates the electric, natural gas, water and wastewater, and telecommunications industries in the state. This guide gives specific information about the PSC's responsibilities so that consumers can get help with their utility issues. Contact information is also listed for consumers having problems with non-regulated utilities. For help with solving regulated utility issues, consumers can reach PSC Consumer Assistance at **1-800-342-3552**, by e-mail at contact@psc.state.fl.us, or through the PSC Web site at www.floridapsc.com.

Electric

What the PSC Regulates, Contact the PSC

- Investor-owned electric companies such as Florida Power & Light Company, Florida Public Utilities Company, Gulf Power Company, Progress Energy, and Tampa Electric Company.
- Rates and charges
- Meter and billing accuracy
- Electric lines up to the meter
- Reliability of the electric service
- New construction safety code compliance for transmission and distribution
- Territorial agreements and disputes
- Need for certain power plants and transmission lines

What the PSC Does Not Regulate

- Rates and adequacy of services provided by municipally owned and rural cooperative electric utilities, except for safety oversight.⁴
- Electrical wiring inside the customer's building
- Taxes on the electric bill⁵
- Physical placement of transmission and distribution lines³
- Damage claims
- Right of way³
- Physical placement or relocation of utility poles⁹

Natural Gas

What the PSC Regulates, Contact the PSC

- Investor-owned natural gas companies such as Florida City Gas, Florida Division of Chesapeake Utilities Corporation, Florida Public Utilities Company, Indiantown Gas Company, Peoples Gas System, Sebring Gas System, Inc., and St. Joe Natural Gas Company
- Basic service issues
- Rates and charges
- Meter and billing accuracy
- Pipeline safety issues, including operations and construction
- Territorial agreements and disputes

What the PSC Does Not Regulate

- Municipally owned natural gas utilities except for safety oversight³
- Gas districts and authorities except for safety oversight
- Liquid Propane (LP) Gas
- Taxes on the natural gas bill⁵
- Damage claims
- Gas pipeline siting³
- House piping
- Gas appliances

Water and Wastewater

What the PSC Regulates, Contact the PSC

- Investor-owned water and wastewater companies in 36 counties⁶
- Rates and charges
- Meter and billing accuracy
- Certification and territory amendments
- Quality of service

What the PSC Does Not Regulate

- Municipally owned and county-owned water and wastewater utilities³
- Water treatment companies
- Taxes on the water and wastewater bill⁵
- Damage claims
- Water clarity or pressure²
- Bulk sales of water or wastewater treatment
- Water lines beyond the point of connection

Telecommunications

What the PSC Regulates, Contact the PSC

- Service quality and reliability of pay telephone providers
- Relay service
- PSC can accept complaints related to Lifeline Assistance/Link-Up Florida programs and Telephone Relay Service

What the PSC Does Not Regulate

- Wireless (cellular) telephone service¹
- Cable/Satellite television¹
- Interstate or international telephone service¹
- Voice over Internet Protocol (VoIP)
- Telephone wires on the customer's side of the interface box
- Rates for inside wire maintenance contracts
- Authorization of taxes on telephone bills⁵
- Charges for pay-per-call (900 number) calls
- Yellow Pages[®] advertising
- Internet service
- Pay telephone rates for local calls
- Solicitation calls⁷
- Harassing, threatening, or obscene calls⁸
- Damage claims
- DSL/broadband deployment
- Service complaints
- Service quality
- Rate caps for pay telephone and call aggregator (hotel) locations
- Rates and charges

1. Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumer Complaints
445 12th Street, SW
Washington, D.C. 20554
fccinfo@fcc.gov
www.fcc.gov

Toll Free: 1-888-CALL-FCC (1-888-225-5322) voice,
1-888-TELL-FCC (1-888-835-5322) TTY.

Consumer and Mediation Specialists are available Monday through Friday, 8:00 a.m. to 5:30 p.m. ET

2. Department of Environmental Protection
Citizen Services
3900 Commonwealth Boulevard M.S. 49z
Tallahassee, Florida 32399
850-245-2118 (phone); 850-245-2128 (fax)
<http://www.dep.state.fl.us>

3. Contact your city or county commission about authorized jurisdiction.

4. The PSC reviews the rate structure these utilities use to collect their costs, but has no jurisdiction over what costs are included in rates. Safety jurisdiction is limited to new construction and compliance with the National Electrical Safety Code. Contact the city utilities office or the Board of Directors of the Cooperative.

5. Contact the governmental entity that levied the tax.

6. To determine if you live in a jurisdictional county, check www.floridapsc.com or call 1-800-342-3552.

7. Florida Department of Agriculture and Consumer Services
2005 Apalachee Parkway
Tallahassee, FL 32399-6500
1-800-435-7352
www.800helpfla.com

8. Contact your local law enforcement agency.

9. The PSC has the authority to require electric utilities to comply with safety and reliability regulations. Private electric utilities have the power of eminent domain to take property for just compensation to construct their facilities. Recourse for loss of property value as a result of the placement of electric facilities resides with the courts.