

The Florida Public Service Commission

The Public Service Commission in Florida is responsible for the economic regulation of investor-owned electric and natural gas companies throughout the state, assuring adequate service and setting just, reasonable, compensatory and not unfairly discriminatory rates. The Commission consists of five members appointed by the Governor and confirmed by the Senate.

The PSC and its staff are always ready to answer questions about the regulation of public utilities. The Commission can assist the customers of regulated utilities with problems regarding their utility service. However, customers should first attempt to resolve complaints with the utility. After giving the company adequate time to correct the problem, if you still are not satisfied, call the Florida Public Service Commission's Office of Consumer Assistance and Outreach in Tallahassee.

24-Hour On-line Complaint Forms
www.floridapsc.com

Our toll-free number is

1-800-342-3552,

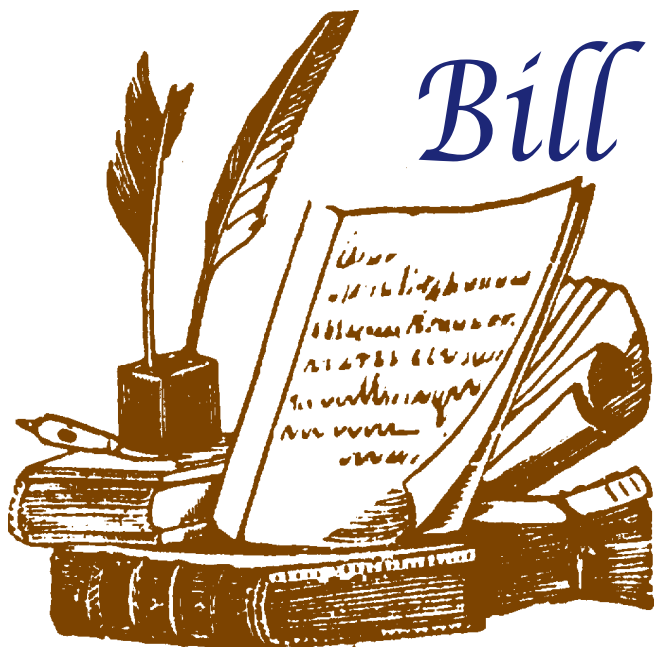
or fax us at 1-800-511-0809,

or contact the PSC via the following e-mail address: contact@psc.state.fl.us.

See our Internet home page at www.FloridaPSC.com.

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

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Bill of Rights FOR Electric AND Gas Service

A PUBLICATION OF THE

Florida Public Service Commission

Investor-Owned Utility Electric and Natural Gas Service

Each utility must provide service without unreasonable delay to anyone in its service area who makes proper application. Utilities may require that service be requested in writing. A utility must receive prior commission approval of its rates, charges and conditions for service, and must maintain a copy of its tariffs in its office for public inspection. The tariffs contain all rate schedules, a schedule of charges and the rules and regulations of the utility company.

Customer Deposits

When you apply for electric or gas service, the utility can ask that you establish credit by furnishing a cash deposit, a satisfactory guarantor to secure payment of bills, an irrevocable letter of credit from a bank, or a surety bond. If you furnish a cash deposit, the utility is required to pay two percent interest on the deposit if service is not terminated within six months. Residential deposits must be refunded after 23 months of service, provided that a prompt payment record has been established. To establish a prompt payment record, you cannot have (a) made more than one late payment for the proceeding 12 months, (b) paid with a bad check, (c) been disconnected for nonpayment, (d) tampered with the meter, or (e) used unauthorized service. Under certain circumstances, such as repeated late payment of bills or continued bills in excess of the amount of the current deposit, the company may require an additional deposit. However, the total amount of the requested deposit cannot exceed the average actual charge for electric or gas service for two billing periods for the most recent 12 month period. The company must give a 30-day written notice of an additional deposit request. When an account is closed, the deposit can be credited to the final bill and any balance must be refunded to you within 15 days.

Billing Practices

In most cases, the utility company is required to read your meter and send bills monthly. You have 20 days from the postmark date or date of delivery to pay the bill. If payment is not made by the due date on the bill, service may be discontinued provided the company sends a 5 working-day written notice that the account is delinquent and subject to interruption of service. Noncommercial service may not be discontinued for nonpayment of a bill between 12 noon on a Friday and 8:00 a.m. the following Monday, or between 12 noon on the day before a holiday and 8:00 a.m. the next working day. Also, service cannot be discontinued or withheld because a previous occupant did not pay the bill, as long as the current customer did not benefit from the previous unpaid service. Each customer has the right to request and receive information from the utility as to the method of reading meters and computing bills, and be given an explanation of the utility's rates applicable to the customer's class of service. Upon request of any customer, the utility is required to assist the customer in obtaining the rate which is most advantageous for the customer's service requirements.

Meter Problems

If you suspect your meter is not accurately measuring your electric or gas consumption, you can request that the utility test the accuracy of the meter. The utility will perform the test at no cost to you, providing the meter has not been tested within the last 12 months. You may request an appointment with the utility's representative so that you can be present to witness the test, and you may request that a PSC representative witness the test as well. If you are not satisfied with the results of the utility's test, the utility can make arrangements for the meter to be tested at an independent testing facility of your choice. If you request an independent test, you are responsible for negotiating with and paying the independent test facility. You are also responsible for any costs to the utility associated with facilitating the independent test procedure. If the meter is found to be running fast, in excess of the limits established by Commission rules, the cost of testing will be refunded to the customer.

Service Interruptions

The utility must notify the customers prior to a scheduled interruption in your area. Sometimes, service is interrupted due to circumstances beyond the control of the utility. The utility is not required to notify the customer when that happens, but the utility is obligated to restore service as soon as possible.