



2021

ANNUAL
REPORT



FLORIDA
PUBLIC
SERVICE
COMMISSION

CHAIRMAN'S MESSAGE

This year, the Florida Public Service Commission faced many challenges and accomplished our important work, uninterrupted by the difficulties caused by the COVID-19 pandemic. The Commission held both virtual and in-person hearings and meetings to ensure that Floridians could continue to participate in the regulatory process. I believe Florida's electric grid and institutions are the best in the world at handling hurricanes, but the grid was also strong during the changing system needs of a global pandemic. Resilient operations and prudent infrastructure management enabled utilities to meet customer demands.

In my last official duty as Florida Public Service Commission Chairman, I am pleased to share this annual report, summarizing the Commission's actions this year, as we processed more than 229 cases, including rate cases from Florida's four largest investor-owned utilities. Here are some 2021 highlights:

- The Commission approved a four-year rate settlement for Florida Power & Light Company, reflecting an almost 40 percent reduction in FPL's original requested rate increase for 2022, keeping rates stable and predictable.
- The Commission approved a settlement for Tampa Electric Company, reducing the company's original requested revenue by more than \$113 million.
- In another comprehensive rate case resolution, the Commission approved a settlement for Duke Energy Florida, LLC that stabilizes customer rates through 2024.
- The FPSC approved the installation 6,118 megawatts of utility-scale solar generation for Florida's investor-owned utilities this year.
- The Commission implemented storm protection plan legislation and approved Florida's utilities' transmission and distribution storm protection plan costs for recovery in 2022.
- The Commission completed a rate case for Utilities, Inc. of Florida, one of the state's largest water and wastewater companies with 27 systems.

As we continue adapting to an increasingly complex grid, the growing and sometimes divergent demands of customers, and increasingly complicated litigation, we must not lose focus on our mission: to ensure safe, reliable utility services at fair prices. Since our agency's founding more than 130 years ago, one thing remains certain. Whether we're teleconferencing, conducting virtual customer meetings or holding hybrid virtual/in-person hearings, the Commission will always meet our statutory obligation to do what's best for Florida, and in the public interest.

Gary F. Clark



FPSC Chairman



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Office of General Counsel
Office of Inspector General

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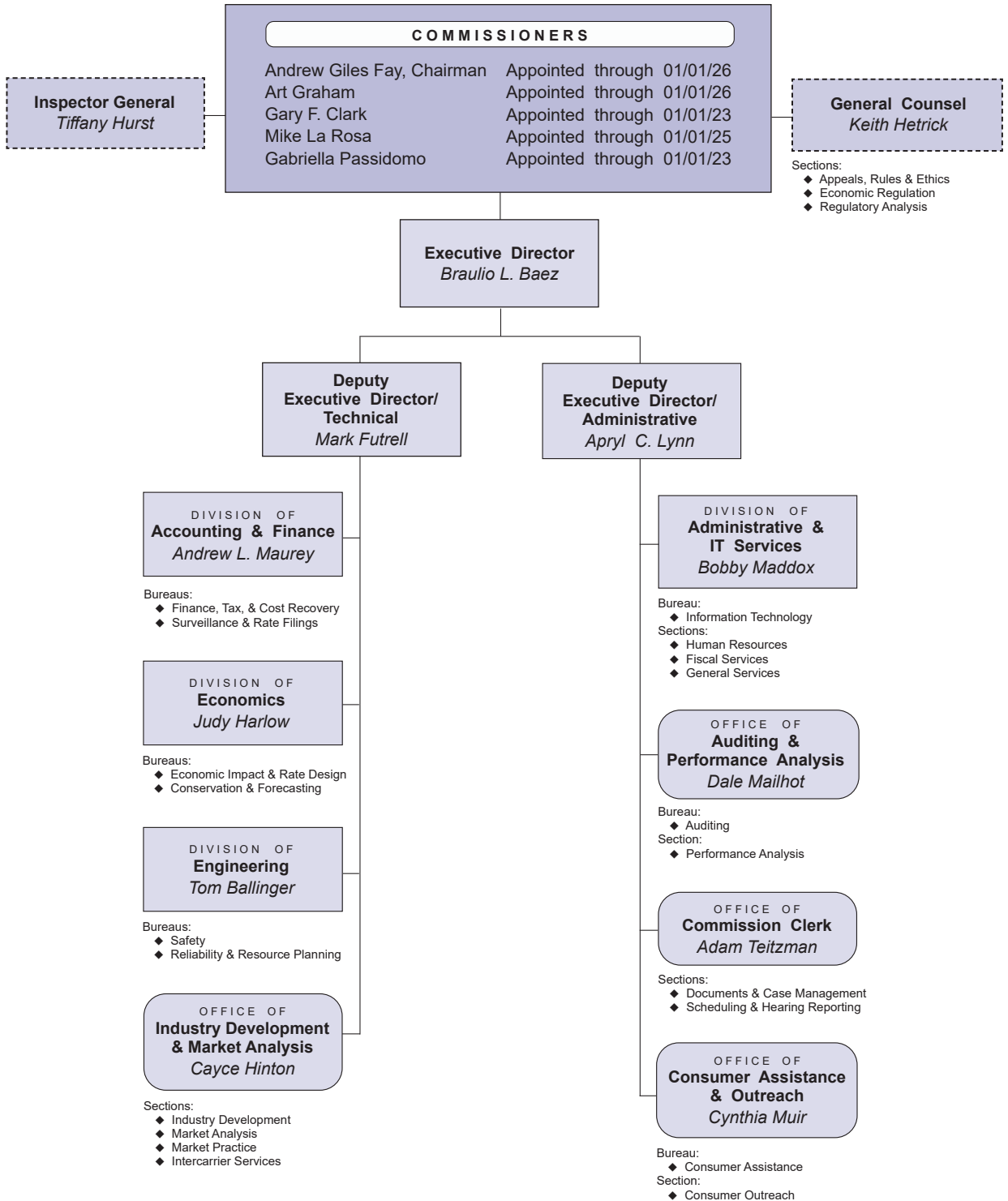
Division of Administrative & Information Technology Services
Office of Commission Clerk
Office of Auditing & Performance Analysis
Office of Consumer Assistance & Outreach

Technical Divisions & Offices

Division of Accounting & Finance
Division of Engineering
Division of Economics
Office of Industry Development & Market Analysis

FPSC ORGANIZATIONAL CHART

As of January 3, 2022



2022 FPSC COMMISSIONERS



COMMISSIONER

Mike La Rosa

COMMISSIONER

Art Graham

CHAIRMAN

Andrew Giles Fay

COMMISSIONER

Gary F. Clark

COMMISSIONER

Gabriella Passidomo

Andrew Giles Fay was reappointed to the Florida Public Service Commission (PSC) by Governor Ron DeSantis for a term ending on January 1, 2026. He was first appointed to the PSC by Governor Rick Scott in February 2018. He was elected to serve as Commission Chairman from January 2022 through January 2024. ♦ Chairman Fay brings substantial Legislative, Executive, and Judicial experience from a number of significant roles within State Government. Most recently he served as Assistant Attorney General and Special Counsel to Attorney General Pam Bondi and oversaw the divisions of Legislative Affairs, Cabinet Affairs, and Public Policy for the Office of the Attorney General. ♦ As counsel to the Attorney General, Chairman Fay worked on a myriad of issues including Florida's Power Plant Siting Act where he assisted on issues associated with the Florida Cabinet's consideration of electric facility construction and upgrades. Additionally, Chairman Fay advised the Attorney General in her role on the Constitution Revision Commission and advocated for the successful passage of more than a dozen significant pieces of legislation, most notably as the lead author and advocate of Florida's Information Protection Act (FIPA). ♦ Chairman Fay currently represents Florida as a member of the National Association of Regulatory Utility Commissioners' (NARUC) Critical Infrastructure Committee where he is focused on protecting both the physical and cyber components of Florida's electric grid. Chairman Fay was asked to serve as a member of NARUC's Subcommittee on Education and Research while also serving on NARUC's Select Committee on Regulatory and Industry Diversity where he represents Florida's diverse population by working with other State Commissioners to advance awareness, education, and opportunities for supplier and workforce inclusion. ♦ Chairman Fay was named by his peers as one of Florida Trend's "Legal Elite Government and Nonprofit Lawyers" and was also named Government Attorney of the Year by the Florida Government Bar Association for his work on a wide array of issues including assisting victims of the attack on the Pulse Nightclub in Orlando. Chairman Fay was also recently named a Public Utilities Fortnightly Under Forty Rising Star. ♦ Chairman Fay earned his Bachelor's and Juris Doctorate from Florida State University and is a lifelong Seminole fan. While in Law School, Chairman Fay served as the Editor-In-Chief of the Florida State Business Review and was also recognized nationally for his work in public service while representing the law school as their Student Bar Association President.

Art Graham was appointed to the Florida Public Service Commission in July 2010 to fill the remainder of an unexpired term and was reappointed three times, most recently for a term through January 1, 2026. He was elected three times to serve as Commission Chairman, working with his colleagues to find ways to hold down rates for Florida's consumers and businesses. ♦ Commissioner Graham is a member of the National Association of Regulatory Utility Commissioners (NARUC) and was recently appointed to the NARUC Board of Directors. He is a member of NARUC's Executive Committee and also serves on NARUC's Committee on Electricity, Subcommittee on Clean Coal and Carbon Management and the Washington Action Program. He previously served on NARUC's Committee on Water from 2010 through 2016 and was appointed Co-Vice Chair in January 2015. He currently serves on the IEEE Standards Association subcommittee updating the National Electrical Safety Code's standards

Continued

2022 PSC COMMISSIONERS

for strength and loading of overhead lines. ♦ Prior to his appointment as Commissioner, he served on the Jacksonville City Council. Among his duties as Council Member, Commissioner Graham helped oversee the budget of JEA, a publicly owned electric, water, and wastewater utility, and chaired the Transportation, Energy, and Utilities Committee. Previously he was on the City Council in Jacksonville Beach, which owns and operates the Beaches Energy electric utility. ♦ He is a past chair of the North Florida Transportation Planning Organization and vice president of the Northeast Florida Regional Council. He was President of ART Environmental Consulting Services from 2005 to 2009, having previously worked on electric power generating boilers and wastewater reduction as a recovery engineer with Georgia Pacific Pulp and Paper. ♦ He received a bachelor's degree in chemical engineering from the Georgia Institute of Technology in Atlanta. He was inducted into the Georgia Tech Living Legends in 2005. He also is a 2001 graduate of Leadership Jacksonville and a member of Leadership Florida's Class XXVII.

Gary F. Clark was reappointed to the Florida Public Service Commission by Governor Rick Scott for a term ending on January 1, 2023 and was first appointed to the Commission in 2017. He was elected to serve as Commission Chairman from January 2020 through January 2022. ♦ Prior to his appointment to the PSC, Commissioner Clark served as the Deputy Secretary of Land and Recreation for the Florida Department of Environmental Protection. During this time, he oversaw 174 state parks and trails, as well as the Division of State Lands. In this role, he served as the chair of the Florida Acquisition and Restoration Council and as chairman of the governing board of the Florida Communities Trust. ♦ Earlier in his career, Commissioner Clark spent the majority of time at West Florida Electric Cooperative, where he served as the Vice President of Member Services. During his tenure with the cooperative, he worked in many areas and also led its diversification efforts. He also served for many years as a member of the Association of Energy Engineers where he earned the distinction as Certified Energy Manager. ♦ Commissioner Clark is recognized for his leadership and service to his community. He has served in several capacities including Washington County School Board member, Chipola College Board of Trustees, Washington County Chamber of Commerce Board of Directors, and the Northwest Florida Water Management District Governing Board. Because of his noteworthy leadership, he has received numerous awards and recognitions. ♦ Commissioner Clark is a graduate of Chipola College and the University of Phoenix and holds a Bachelor of Science in Business Administration. He is a lifelong resident of Washington County, and has owned and managed several small business operations in Northwest Florida. ♦ He and his wife have two children.

Mike La Rosa was appointed to the Florida Public Service Commission by Governor Ron DeSantis for a four-year term beginning January 2, 2021. ♦ First elected to the Florida House of Representatives, representing District 42, in 2012, Commissioner La Rosa served until he was term limited in 2020. During his legislative career, he served as Chairman of the House Commerce Committee and also on the Appropriations and Rules Committees. As Chairman of the Commerce Committee, he oversaw Energy and Growth Management Policy during times where Florida's growth and economy was growing at a rapid pace. ♦ Commissioner La Rosa was also active in multiple Legislative organizations where he was able to expand his horizons to learn, grow and mentor with other State Legislators from around the US. Much of his focus was on policy that fell within the growth sector, including representing the State on the Southern States Energy Board. ♦ Commissioner La Rosa has worked in the real-estate and development industries and is one of the original founders of La Rosa Development and La Rosa Realty. ♦ He received his B.A. degree in Interpersonal Communications with a minor in Political Science from the University of Central Florida. ♦ Commissioner La Rosa and his wife have three children.

Gabriella Passidomo was appointed to the Florida Public Service Commission by Governor Ron DeSantis to fill a vacant seat through January 1, 2023. ♦ Commissioner Passidomo is a member of the National Association of Regulatory Utility Commissioners (NARUC) and serves on the NARUC Committee on Gas and the NARUC Gas Subcommittee on Pipeline Safety. Commissioner Passidomo was also recently appointed to the Financial Research Institute's Advisory Board. ♦ Before being appointed to the Commission, Commissioner Passidomo served in the FPSC's Office of General Counsel, where she provided analysis and recommendations on issues spanning the Commission's regulatory jurisdiction. ♦ Commissioner Passidomo served as a law clerk for the Florida solicitor general in the Office of the Attorney General. As a law student, she interned in the U.S. Department of Energy's Office of the Assistant General Counsel for Electricity and Fossil Energy. Commissioner Passidomo also authored a report on federal certifications for natural gas pipeline construction under the National Environmental Policy Act, becoming very familiar with federal energy and environmental policy. ♦ Commissioner Passidomo graduated cum laude with a bachelor of science in political science from the University of Florida. She earned a juris doctorate from the Washington and Lee University School of Law and is a member of the Florida Bar. She is currently in the Master of Business Administration program at Florida State University.



Braulio L. Baez, Executive Director, is responsible for directing, planning, and administering the overall activities of the Commission staff, except the Office of General Counsel. He consults with and advises the Commissioners on regulatory, internal management, and budgetary matters, and acts as an interagency liaison. Reporting directly to him are the Deputy Executive Director-Administrative and the Deputy Executive Director-Technical.



Apryl C. Lynn, Deputy Executive Director-Administrative, supervises and directs the Commission's administrative staff and counsels the Executive Director on Commission personnel, media relations, consumer assistance, and auditing matters. The Division of Administrative & Information Technology Services, and the Offices of Commission Clerk, Auditing & Performance Analysis, and Consumer Assistance & Outreach are under her direction.



Mark Futrell, Deputy Executive Director-Technical, provides direction and leadership for the technical staff and advises the Executive Director in all technical issues pending or presently before the Commission. He has direct authority over the Divisions of Accounting & Finance, Engineering, Economics, and the Office of Industry Development & Market Analysis.



Keith Hetrick, General Counsel, is the Commission's chief legal counsel and chief ethics advisor. The General Counsel advises the Commission on the legal aspects of its regulatory responsibilities, providing legal representation in court and before federal agencies, offering legal counsel to the Office of Executive Director, and assisting in interagency liaison activities. He supervises the Commission's legal personnel and is charged with the administration and delegation of responsibilities to the lead attorneys in his office. He also provides ethical advice to Commissioners and assists in responding to inquiries from the Legislature.



Mary Anne Helton, Deputy General Counsel, provides direction and leadership for the legal staff and advises the General Counsel on legal issues before the Commission. She oversees the Attorney Supervisors who lead the Economic Regulation; Regulatory Analysis; and Appeals, Rules, & Ethics Sections of the Office of General Counsel. She also advises the Commission during public meetings and evidentiary proceedings.

FPSC's Role

MISSION STATEMENT:

To facilitate the efficient provision of safe and reliable utility services at fair prices.

The Florida Public Service Commission's (FPSC) work is a balancing act, weighing the needs of consumers with the needs of a utility and its shareholders. For electric, natural gas, and water and wastewater utility companies, the Commission oversees service territories, regulates rates and earnings, and requires utilities to provide service to all who request it. For telecommunications companies, the Commission is responsible for encouraging and promoting fair and reasonable growth within the industry.

The Commission's mission is to balance the customers' need for reasonable, safe, and reliable utility services with the utility companies' need to provide effective and efficient services. Florida's utilities play a major role in the economic development of cities, regions, and communities working to improve their local business climate. As utilities grapple with industry challenges, FPSC Commissioners are also challenged with difficult decisionmaking in the public interest. Residential and commercial customers now want more interactive choices from their utility companies and want more information to make smart energy decisions.

In the midst of industry and technological change, the FPSC's focus remains constant: how do we best ensure safety, reliability, and affordability for all customers. In doing so, the FPSC exercises regulatory authority over utilities in three key areas: rate base/economic regulation; competitive market oversight; and the monitoring of safety, reliability, and service.

- Rate base/economic regulation involves analyzing requested rate changes and conducting earnings surveillance to ensure that regulated utilities are not exceeding their authorized rates of return.
- Competitive market oversight facilitates the development of competitive markets and managing issues associated with them.
- Safety, reliability, and service monitoring contributes to an uninterrupted supply of utility services to the general public and confirms that such services are provided in a reasonable and timely manner with minimal risks.

In each of these areas, the Commission provides consumer assistance, protection, and education services, including responding to consumer questions and complaints and distributing information about using utility services.

A more detailed description of the FPSC's role in these key areas follows.

Companies file annual reports which are reviewed to determine their earnings for the prior year. If it appears that a company will experience excessive earnings in the coming year, the FPSC fully analyzes the company's books and records and reduces its rates. The FPSC may determine earnings are subject to refund if the review indicates possible overearnings.

When a company believes its earnings are below a reasonable level, the company can petition the FPSC for a change in rates. After an extensive review of the company's earnings, the Commission determines the company's fair rates and earnings to decide a reasonable rate of return. The Commission also analyzes the actual rates charged by the company, allocates revenue requirements between classes of customers, and develops appropriate rate structures within rate classes.

ENERGY

In addition to annual reports, the investor-owned electric and natural gas companies also file earnings information monthly, quarterly, or semi-annually, depending upon each company's size. These more frequent company filings allow the FPSC to monitor earnings levels on an ongoing basis. Customer rates can be quickly adjusted if a company appears to be overearning.

Annually, the FPSC thoroughly reviews each regulated utility's fuel, capacity, conservation, environmental, and storm protection plan implementation costs and authorizes recovery of prudently incurred expenses. Other areas of economic regulation for the energy industry include special contracts, new tariff offerings, conservation programs, depreciation, amortization, nuclear decommissioning studies, fossil fuel dismantlement studies, and territorial agreements.

WATER & WASTEWATER

In the water and wastewater industries, the FPSC processes a significant number of cases each year. The majority of these cases involve requests for rate increases or limited proceeding increases resulting from the increased cost of providing service. Other cases involve overearnings investigations to determine if a rate reduction is necessary.

The Commission processes water and/or wastewater certification requests, with the majority involving the transfer or amendment of authorization certificates to provide service. Other cases can involve certifying a new utility and setting its initial rates and charges. The Commission also acknowledges abandonments and cancels certificates for systems transferred to exempt entities.

The Legislature has recognized the benefit of reuse to Florida and has enacted provisions in the statutes for the Florida Department of Environmental Protection (DEP), the five water management districts (WMD), and wastewater utilities to employ reuse as a means of effluent disposal and as a method of water conservation. The FPSC's

charge is to identify reuse issues related to its jurisdiction and to establish policies that are consistent with statewide goals.

Water conservation is vital to Florida's economy. Rates and rate structure have a direct bearing on water usage and water resource allocation. The FPSC has a *Memorandum of Understanding (MOU)* with DEP as well as MOUs with four of the five WMDs to coordinate efforts to improve statewide water quality and meet statewide conservation goals. These agencies provide expert testimony, as necessary, on water quality and conservation issues in rate cases before the FPSC.



To ensure that recycled/reuse water is not confused with drinking water, the color purple is used to identify pipes that carry Class A recycled water.

COMPETITIVE MARKET OVERSIGHT

The FPSC addresses competitive market structure and regulatory issues in the telecommunications industry, which has transitioned from a monopoly to a competitive market. Two catalysts for the change to a competitive market were innovative technologies that add new markets to established regulated companies and increased service options that provide customer choices.

A key FPSC focus is facilitating competition in the local telephone market, which includes arbitrating agreements between incumbent local exchange companies and competitive local exchange companies when negotiations fail. After interconnection agreements are executed, the FPSC is then charged with interpreting and enforcing the agreements, if requested by one of the affected carriers. The FPSC is responsible for resolving other intercarrier disputes including, but not limited to, federal law addressing resale of services, local interconnection, unbundling, number portability, dialing parity, access to rights-of-way, access to poles and conduits, and reciprocal compensation. The FPSC is also active in monitoring and assessing the status of local competition, processing negotiated agreements, and providing input on legislative and Federal Communications Commission (FCC) initiatives.

Innovative technologies and increased service options provide customer choices in a competitive market. Another critical aspect of competitive market oversight in the telecommunications industry is the certification process. Most landline telecommunications companies (excluding interexchange companies) conducting business in Florida are required by state law to be certificated by the FPSC.

By conducting regular reviews of industry practices, the FPSC determines whether entities are engaging in actions that could impede the development of competition. Other major responsibilities involve oversight of numbering resources, the Lifeline Assistance program which helps low-income residents have access to telephone and

broadband services, and the Relay program. The Relay program facilitates telephone use for the deaf, hard of hearing, or speech impaired.

RELIABILITY, SAFETY & SERVICE ISSUES

Through performance and operations investigations, the FPSC obtains information on reliability, service quality, and service availability for review and enforcement.

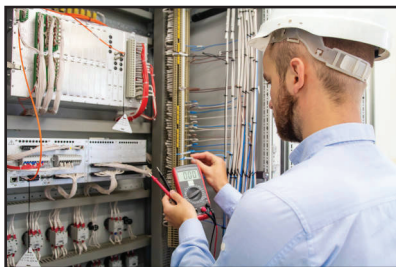
ENERGY

Electric Reliability

In the electric industry, the FPSC reviews regulated utilities' Ten-Year Site Plans to assess how utilities will meet Florida's energy needs over a ten-year planning horizon. The FPSC considers petitions for the determination of need for electric power plants, transmission lines, and intrastate natural gas pipelines so that adequate generation and transmission facilities will be available to meet the state's power needs.

Electric Distribution Reliability and Infrastructure Hardening

The FPSC monitors investor-owned utilities' (IOUs) performance by reviewing each company's *Electric Distribution Reliability Report*, filed annually on or before March 1. In this filing, each IOU reports the latest available data on its various reliability indices, such as System Average Interruption Duration Index (SAIDI) and System Average Interruption Frequency Index (SAIFI). The reliability indices are based on statistical data that measure each IOU's service quality and reliability. The Commission reviews these reports to verify the utilities' compliance with Commission requirements and ensure that Florida's utilities are maintaining quality service that is safe and reliable.



In 2021, FPSC engineers examined more than 40,000 electric safety inspection points to ensure the reliability and safety of Florida's electric grid.

The Commission reviews these reports to verify the utilities' compliance with Commission requirements and ensure that Florida's utilities are maintaining quality service that is safe and reliable.

Electric Safety

By statute, the FPSC is responsible for the safety of the electric grid. The Commission has adopted the National Electrical Safety Code (NESC) as the applicable safety standard for transmission and distribution facilities subject to the FPSC's safety jurisdiction.

In addition, Commission rules set requirements for accident reports, quarterly utility compliance reports, and FPSC facility inspections. Electric safety engineers inspect utility electric transmission and distribution construction sites that are selected from utility work orders. Any variances from the NESC are corrected through its quality control program.

Natural Gas Pipeline Safety

More than 45,000 miles of pipeline comprise Florida's natural gas system. Safety compliance evaluations are conducted annually on all natural gas systems. All violations must be corrected or scheduled for corrective action pursuant to the Commission's enforcement procedures.

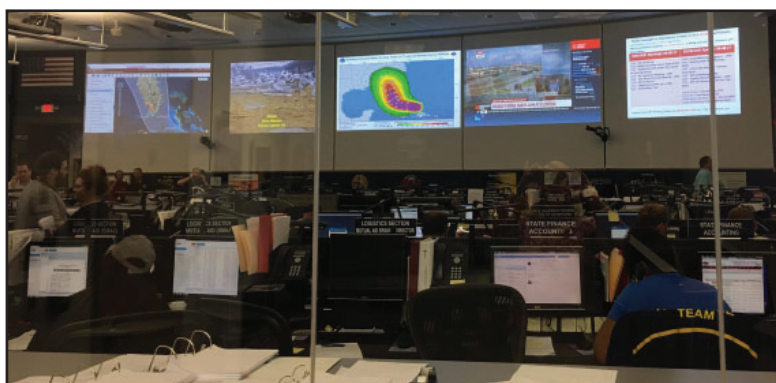
In April 2011, the U.S. Department of Transportation and the Pipeline and Hazardous Materials Safety Administration urged states to replace all bare unprotected steel and cast iron pipelines due to accidents in other parts of the U.S. involving aging infrastructure. The FPSC's Bureau of Safety requested all companies in Florida with aged infrastructure to provide a replacement plan. In September 2012, the Commission approved replacement programs for TECO Peoples Gas System, the Florida Division of Chesapeake Utilities, and Florida Public Utilities Company (FPUC). These three utilities began with a total of 157 miles of cast iron and 760 miles of unprotected steel pipe needing replacement. As of December 2020 approximately 6 miles of cast iron and 75 miles of bare steel remain to be replaced.

Emergency Operations Center

The Commission is designated as the Lead Response Agency for power and natural gas emergencies for the Office of the Governor. Through the Division of Emergency Management at the state's Emergency Operations Center (EOC), the FPSC provides 24 hours/7 days a week staffing for Emergency Support Function-12 Energy (ESF-12) during state emergencies. ESF-12 coordinates responses to electric and natural gas emergencies and provides information and assistance to a variety of federal and state agencies at the EOC.

The Commission also maintains contact with electric and natural gas utilities serving the affected areas to assess damage and service restoration efforts. Data collected and maintained from these coordination efforts include areas affected, number of customers without electrical power or natural gas, status of generation fuel supply, and estimated restoration time for normal service. This information is used by the EOC to determine the most efficient allocation of resources in response to regional recovery efforts.

In May 2021, the FPSC participated in the Hurricane Exercise hosted by the Division of Emergency Management. Also in 2021, the FPSC supported the EOC in response to Tropical Storms Elsa and Fred.



- Hurricane Elsa was the first hurricane of the 2021 Atlantic hurricane season. Elsa made landfall in Florida as a Tropical Storm with 65 mph winds on July 7, 2021 near Steinhatchee, about 75 miles southeast of Tallahassee. A weakened Elsa pelted western Florida and dumped heavy rainfall across northern Florida including much of the Gulf Coast.
- Tropical Storm Fred made landfall near Cape San Blas on August 16, 2021 with maximum sustained winds of 65 mph. More than 7 inches of rain was measured in Panama City, and Vernon reported 11.34 inches of rainfall. Widespread flooding was reported in Southport, where just over 9 inches of rain fell.

In the water and wastewater industries, the FPSC monitors quality-of-service issues such as water pressure and capacity. When a consumer complaint regarding water and/or wastewater quality of service is received, if justified, a staff engineer is assigned to work with the consumer and utility personnel to determine the cause of the concern.

Service quality issues are also addressed when a utility files an application for a rate change. The Commission conducts customer meetings or service hearings as a part of the rate case process. Consumer comments at these meetings typically include service quality issues. The FPSC reviews consumer concerns and works with the utility to resolve service issues. When a complaint results from possible violations of DEP public health rules, FPSC staff works with DEP to resolve the issue.

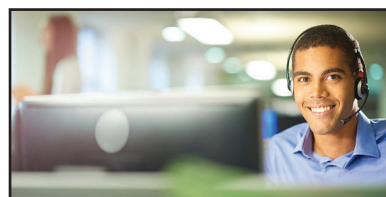
CONSUMER ASSISTANCE, PROTECTION & OUTREACH

By providing effective consumer assistance, protection, and outreach, the FPSC assists consumers and educates the public about the Commission's regulatory role.

The FPSC normally participates in a variety of outreach events such as consumer forums, community meetings, and customer meetings and hearings by presenting pertinent information and distributing a variety of consumer publications. Consumer-related articles about the FPSC's regulatory work are also featured in various publications, like *Elder Update*, published by the Department of Elder Affairs. Easy access to agency information ensures that consumers can make informed decisions about utility services.

With Florida's annual, unpredictable hurricane season and fluctuating fuel costs, consumers have concerns about storm restoration and expenses, which impact the natural gas, electric, and water/wastewater industries. The FPSC website and publications explain the rules that keep utilities prepared for storms, keep fuel costs reasonable, and also highlight the Commission's statutory obligation to protect consumers by ensuring public safety.

The FPSC assists consumers with analyzing their utility bills and verifying the accuracy of charges to help resolve disputes between regulated companies and their customers in a fair and efficient manner.



The Commission's Transfer Connect system offers consumers a quick, efficient option to resolve complaints. When a consumer calls the FPSC's toll-free consumer assistance line (1-800-342-3552) with a question or a complaint regarding utility services, an FPSC analyst, with the customer's approval, will transfer the call directly to the utility for handling. Once the consumer's call is transferred, the utility pays for the call until completion. Each company subscribing to Transfer Connect must provide "live" customer service personnel to handle the transferred calls. Consumers benefit when they can have all of their needs met with a single toll-free call. The Transfer Connect option also allows FPSC staff to consult with a utility representative and pass on caller information, so the caller doesn't have to repeat it.

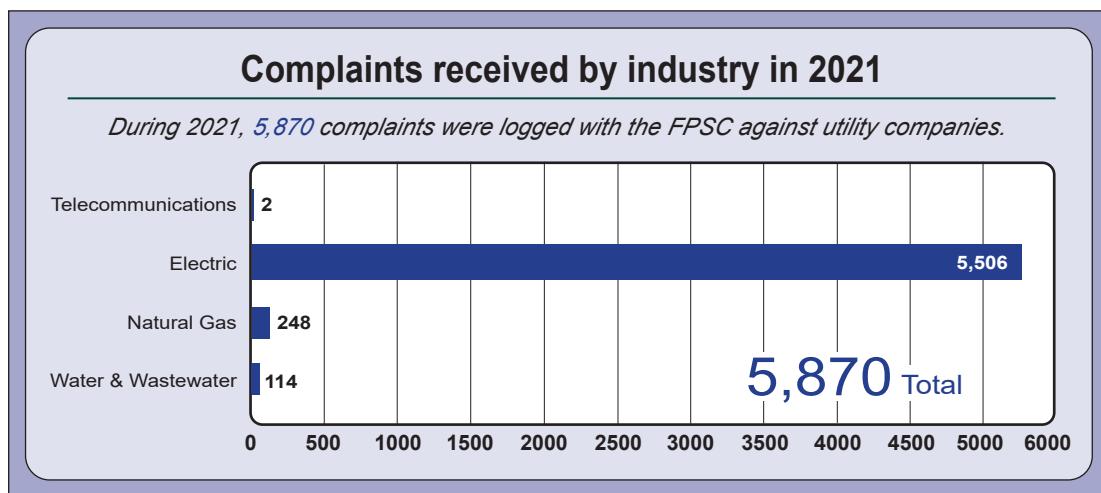
Florida consumers also contact the FPSC regarding water and/or wastewater quality concerns. These concerns are recorded in the FPSC’s Complaint Tracking System and forwarded to the appropriate water and/or wastewater utility for response. DEP is charged with protecting the quality of Florida’s water and protecting the environment from the improper handling and disposal of solid waste. Therefore, the FPSC provides a copy of all water and/or wastewater complaints to DEP on a weekly basis for the agency’s review.

Resolving Consumer Complaints

Assisting consumers is a FPSC priority. Consumers can find a variety of fact sheets, brochures, and consumer tips on the Commission’s website. Residential and business customers needing additional assistance to resolve complaints with Florida’s regulated utilities can receive help from the FPSC’s experienced analysts, who can also provide information on utility payment plans, statutes and rules governing utility companies, and the status of pending cases before the Commission.

Contact the FPSC in the following ways:	Send correspondence to:
Complete an online complaint form	Florida Public Service Commission
E-mail: contact@psc.state.fl.us	Office of Consumer Assistance & Outreach
Call toll-free: 1-800-342-3552	2540 Shumard Oak Boulevard
Fax toll-free: 1-800-511-0809	Tallahassee, Florida 32399-0850

For more information, visit the FPSC’s website at: www.FloridaPSC.com.



Customer complaints logged in 2021 reflect an overall decline most likely due to utilities’ efforts to reduce customer disconnections during the continuing COVID-19 pandemic.

Note: Includes non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, and complaints logged and resolved under the three-day rule.

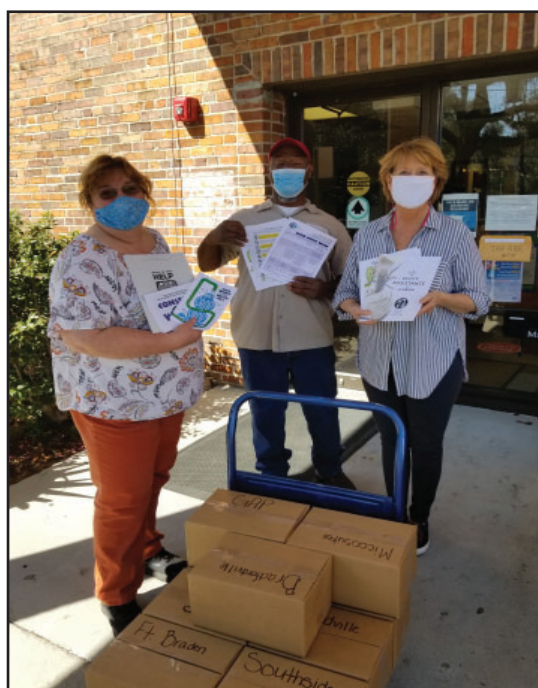
FPSC jurisdiction over telecommunications complaints is limited to: Lifeline Assistance program, Florida Relay, and payphone service.

Since consumer service and protection are integral to the FPSC’s mission, the Commission encourages early, continuous, and meaningful public participation throughout its regulatory process. As part of the FPSC’s education program, information is compiled and relayed to consumers who are offered many opportunities to provide comments and ideas to the Commissioners before final decisions occur. The FPSC also ensures consumers have the information needed to know their rights as utility customers.

Consumers receive information in a variety of ways, including the FPSC website, news releases, consumer newsletters, Twitter, phone or fax, publications, brochures, scheduled FPSC meetings open to the public, and community events. The FPSC’s website, www.FloridaPSC.com, is continuously updated to keep information current and user-friendly. In addition to obtaining information on the website, consumers may file online complaints and inquiries about their utility services. Commission events and meetings are usually accessible online as live or archived video and/or audio broadcasts.

CONSUMER OUTREACH

Each year the FPSC provides educational packets, including a sample of FPSC publications and brochures in English and Spanish to Florida public libraries across the state for consumer distribution. The FPSC’s Library Outreach Campaign reached 615 state public libraries and branches in 2021. To reduce mailing and production costs, the Commission’s 2021 Campaign included a cover letter, CDs with brochure samples, bookmarks, and the FPSC’s consumer-friendly brochure order form. Following the Campaign, many libraries request a variety of publications. Their continuing support helps the FPSC reach consumers throughout the state.



National Consumer Protection Week (NCPW), highlighting consumer protection and education efforts, assisted with the Commission’s 2021 conservation education efforts. Chairman Gary Clark recognized the 23rd Annual NCPW (February 28-March 6, 2021) with the importance of education and awareness about utility services and about avoiding scams targeting utility customers. He also appeared in an informational video distributed on Twitter, LinkedIn, and the FPSC website.

Many Florida senior and community centers remain temporarily closed, with in-person events cancelled or restricted. To reach consumers for NCPW 2021, the FPSC partnered with coordinators at the

Tallahassee Senior Center and Foundation to deliver and distribute information to seniors and answer questions via their “Learn and Wave” events. For 14 years, the FPSC has joined government agencies, advocacy organizations, and private sector groups nationwide to highlight NCPW.

Florida’s outreach for National Lifeline Awareness Week, September 20-24, 2021, targeted senior centers in rural Miami-Dade, Taylor, Walton, Citrus, and Hernando Counties. This year, the FPSC focused on rural areas to highlight the federal program’s continuation of the monthly voice-only telephone discount. With the help of senior service coordinators, FPSC Lifeline information was distributed and consumers’ questions were answered. Lifeline information is also readily available on the FPSC’s website.

In October, the U.S. Department of Energy (DOE) sponsors National Energy Awareness Month to promote smart energy choices and highlight economic and job growth, environmental protection, and increased energy independence. To highlight Energy Awareness Month 2021, Chairman Gary Clark encouraged consumers to take proactive steps to save energy. With many returning to their physical offices, he said that Energy Awareness Month is a good time to promote the importance of energy conservation at home and at the office. The FPSC encouraged consumers to use the Conservation House and other PSC information to implement energy-saving strategies during the month.

With its interactive design, the Commission's quarterly *Consumer Connection E-Newsletter* features current energy and water conservation topics, consumer tips, and general Commission information. Consumer tips highlighted through video and text during 2021 include Chairman Gary Clark's consumer message for National Consumer Protection Week, Hurricane Preparedness, and Conservation Strategies while Sheltering at Home. The *Consumer Connection E-Newsletter* is available under Consumer Corner on the Commission's homepage, and distributed to consumers via Twitter, and by subscribing to the free newsletter online.

CLICK HERE TO ACCESS:



Each quarter, the Commission recognizes a small business for implementing Commission-approved, cost effective conservation programs. Covering the state's five major geographic areas, the Commission presents its Triple E Award—for Energy Efficiency Efforts—to a local business that has accomplished superior energy efficiency by working with its utility to help reduce its energy footprint. Triple E Award recipients receive an award plaque; are featured under Hot Topics on the homepage, www.FloridaPSC.com; and are highlighted in a statewide press release, [Tweeted @floridapsc](#), and archived on the website.

To help consumers who might need assistance paying their utility bills, the FPSC compiled *A Guide to Utility Assistance in Florida* that includes contact information for all electric utilities in the state. The booklet gives consumers a way to call their utility to tap into the large network of social service organizations located throughout their area. Many of Florida's electric utilities also have company programs designed to provide emergency assistance funds to customers unable to pay their electric bill, so consumers in need can benefit by contacting their utilities.

Each quarter, the FPSC highlights a partner agency or organization whose clients are eligible for the federal Lifeline Assistance telephone/broadband discount program or need help reducing energy and water bills. Through these FPSC Helping Hand partnerships, the Commission shares information to help consumers avoid scams and stretch their resources to meet monthly bills.

To assist Florida legislators and other government officials whose constituents might be affected by a specific case before the FPSC, the Commission produces an informational report, the *Florida Public Service Commission Government Bulletin*. The Government Bulletin provides a background for cases where customer input is considered and helps answer constituent inquiries.

Throughout the year, FPSC Commissioners and/or staff virtually attended customer hearings and meetings. For each virtual hearing or meeting, customers could access a *Rate Case Overview* online that explains the case being reviewed and encourages their remote participation. In 2021, FPSC staff organized and attended 18 virtual customer hearings and meetings, where citizens' questions and concerns were addressed.

The FPSC is also required to live stream all meetings attended by two or more Commissioners. This provides greater customer access and participation in FPSC proceedings. The Commission features many brochures online and in print to help consumers save energy, conserve water, avoid utility-related scams, or learn about the Lifeline Assistance program and other relevant topics. Brochures may be viewed and printed directly from the website <http://www.FloridaPSC.com/publications/>, ordered free online, or requested by mail or phone.

Normally, the FPSC participates in consumer programs and distributes energy and water conservation materials through partnerships with governmental entities, consumer groups, and many other service organizations. With most in-state travel suspended due to the COVID-19 pandemic, many outreach events were canceled again this year. However, the FPSC did attend the Jacksonville Expo in November 2021 that provided the opportunity for thousands of seniors and low-income consumers to receive FPSC outreach information.

FPSC Highlights

FPSC's Regulatory Actions for Calendar Year 2021

When the COVID-19 pandemic began in early 2020, it disrupted every industry. Even with the pandemic, the Commission calendar did not slow down. The FPSC quickly implemented innovative measures to continue its daily operations. During the first half of 2021, FPSC employees continued to exceed expectations, seamlessly handling the agency's workload while still under pandemic restrictions.

In 2021, the FPSC regulated 5 investor-owned electric utilities, 8 investor-owned natural gas utilities, and 147 investor-owned water and/or wastewater utilities and had competitive market oversight for 286 telecommunications companies in Florida.

The number of certificated telecommunications companies as of November 2021 included:

- 10 incumbent local exchange companies
- 249 competitive local exchange companies
- 27 pay telephone companies

The FPSC does not regulate the rates and service quality of publicly owned municipal or cooperative electric utilities; however, the Commission does have jurisdiction regarding rate structure, territorial boundaries, bulk power supply operations, and power supply planning over 35 municipally owned electric systems and 18 rural electric cooperatives. The FPSC has jurisdiction regarding territorial boundaries and safety over 27 municipally owned natural gas utilities and 4 gas districts. In addition, the Commission exercises safety authority over all electric and natural gas systems operating in the state.



The FPSC's mission is to facilitate the efficient provision of safe and reliable utility services at fair prices.

During 2021 the Commission handled a number of significant regulatory issues. They are summarized in the following sections.



ENERGY

Electric Rate Cases

Florida Power & Light Company and Gulf Power Company

In January 2019, Gulf Power Company (Gulf) was acquired by NextEra Energy, Inc., the parent company of Florida Power & Light Company (FPL). On March 12, 2021, FPL filed a request for annual base rate increases of \$1.108 billion, effective January 1, 2022, and \$607 million, effective January 1, 2023, as well as solar base rate adjustments of \$140 million in both 2024 and 2025. FPL requested a return on equity (ROE) of 11.50 percent which included a 50-basis point performance incentive adder. As part of its petition, FPL sought approval for uniform rates for FPL and Gulf customers. The request also included a five-year transition adder applied to former Gulf customers. As the cost to serve the former Gulf customers is greater than FPL's cost to serve existing customers, the adder gradually declines over time until uniform rates are achieved. As proposed, the rider is separate and apart from Gulf's recovery of storm restoration costs resulting from Hurricanes Michael and Sally, which continues under a separate surcharge. The request further included a continuation and expansion of FPL's Reserve Surplus Amortization Mechanism that was previously approved in prior settlements.

Interveners in FPL's rate case included: the Office of Public Counsel (OPC), Florida Executive Agencies (FEA), Florida Industrial Power Users Group (FIPUG), Florida Internet & Television, Inc. (FIT), Florida Retail Federation (FRF), Southern Alliance for Clean Energy (SACE), Vote Solar, Walmart, Inc. (Walmart), Daniel and Alexandria Larson (Larsons), CLEO Institute, Inc. (CLEO), Florida Rising (Fla. Rising), Floridians Against Increased Rates, Inc. (FAIR), League of United Latin American Citizens (LU-LAC), and Environmental Confederation of Southwest Florida (ECOSWF).

As part of the administrative hearing in this docket, the Commission held 12 customer service hearings over a two-week period in June and July, 2021. Testimony was taken from over 370 customers and public officials on the rates and service provided by the companies.

A technical hearing on FPL's request was scheduled for August 16-27, 2021. On August 10, FPL, OPC, FRF, FIPUG, and SACE, filed a Joint Motion for Approval of Stipulation and Settlement Agreement (2021 Settlement). On August 12, 2021, the hearing scheduled on August 16 was continued until August 18, to allow FPL and Gulf to respond to service issues associated with Tropical Storm Fred's landfall in its Panhandle service area. At the August 18 hearing, a new hearing date of September 20-22, 2021, for the rate case and the 2021 Settlement was set.

As filed, the 2021 Settlement provides for: 1) a 2022 revenue increase of \$692 million; 2) a 2023 revenue increase of \$560 million; 3) 2024 and 2025 SoBRA revenue increases; 4) uniform base rates to all customers throughout the former FPL and Gulf service areas; 5) an ROE midpoint of 10.60 percent with a range of 9.70 to 11.70 percent; 6) a 20-basis point trigger mechanism in the event of a specified rise in the 30-year US Treasury bond interest rate; 7) an adjustment for any federal or state income tax reform; 8) continuance of FPL's Asset Optimization Program with certain modifications; 9) cost recovery for storm damage caused by named storms; and 10) numerous EV and other programs and/or pilots. Starting in January 2022, former Gulf customers will pay a five-year declining transition rider surcharge. FPL customers will receive a declining transition rider credit. This rider represents the differential in the overall system average costs between the two companies in 2021. The 2021 Settlement prohibits FPL from engaging in new natural gas financial hedging contracts.

The final hearing on FPL's base rate increase petition, as well as the 2021 Settlement, was held on September 20, 2021. On October 11, 2021, post-hearing briefs were filed by FPL, OPC, FIPUG, FRF, FEA, FAIR, Fla. Rising, LULAC, ECOSWF, Larsons, SACE, and Walmart. At the October 26, 2021 Special Commission Conference, the Commission approved FAIR's intervention on an associational standing basis, as well as approved the 2021 Settlement. The 2021 Settlement is in effect from January 1, 2022 through December 31, 2025, or when FPL's base rates are next reset in a general base rate proceeding. FPL, however, may unilaterally extend the term of the 2021 Settlement by one additional year.

Duke Energy Florida, LLC

On January 14, 2021, Duke Energy Florida, LLC (DEF) filed a petition for a limited proceeding to approve a 2021 Settlement Agreement (2021 Settlement). The 2021 Settlement was signed and executed by DEF, OPC, FIPUG, PCS Phosphate, and Nucor Steel Florida, Inc.

DEF's 2021 Settlement provides the company with multi-year increases to base rates beginning with the first billing cycle of January 2022 and resolves outstanding issues in existing, continuing, and prospective dockets before the Commission. The cumulative multi-year increases from 2022 through 2024 total \$195.378 million. The 2021 Settlement also contains the following provisions: 1) DEF is authorized to implement three new EV programs; 2) adjustments will be made for any federal or state income tax reform; 3) the dismantlement study filed in December 2020 is approved without changes; and 4) the depreciation and storm reserve studies filed in December 2020 are approved with specific modifications. On May 4, 2021, the Commission held a technical hearing on the consolidated dockets (rate case, storm recovery, and dismantlement and depreciation studies). The Commission approved the 2021 Settlement by a bench decision at the conclusion of the hearing. The 2021 Settlement is in effect from January 1, 2022 through December 31, 2024, or when DEF's base rates are next reset in a general base rate proceeding.

Tampa Electric Company

On April 9, 2021, Tampa Electric Company (TECO) filed a request for a base rate increase of \$295 million effective January 1, 2022, as well as generation base rate adjustments (GBRA) of \$102 million for 2023 and \$25.6 million for 2024 for the recovery

of certain solar plant investments. TECO requested a return on equity (ROE) of 10.75 percent. On August 6, 2021, TECO filed a Motion to Suspend Procedural Schedule (Motion) and Approve 2021 Stipulation and Settlement Agreement (2021 Settlement). Parties to TECO’s base rate increase case—FIPUG, FEA, Walmart, and West Central Florida Hospital Utility Alliance—unanimously supported TECO’s Motion.

As part of the administrative hearing in this case, the Commission held three customer service hearings on August 9 and 10, 2021. Testimony was taken from customers and public officials about the rates and service provided by TECO.

The 2021 Settlement provides for: 1) a 2022 revenue increase of \$122.7 million; 2) a 2023 GBRA revenue increase of \$89.9 million; 3) a 2024 GBRA revenue increase of \$21.4 million; 4) an ROE midpoint of 9.95 percent with a range of 9.00 to 11.00 percent; 5) a 25-basis point trigger mechanism in the event of a specified rise in the 30-year US Treasury bond interest rate; 6) an adjustment for any federal or state income tax reform; and 7) cost recovery for storm damage caused by named storms. The 2021 Settlement prohibits TECO from engaging in new natural gas financial hedging contracts or seeking recovery of costs related to investments in oil or natural gas exploration, reserves, or production.

A technical hearing on TECO’s request was held on October 21, 2021, and a bench decision was made to approve the 2021 Settlement. TECO’s 2021 Settlement is in effect from October 21, 2021 through December 31, 2024, or when TECO’s base rates are next reset in a general base rate proceeding.

Florida Public Utilities Company

On August 31, 2020, FPUC and OPC filed a Joint Motion for Approval of Stipulation and Settlement (Settlement). On September 21, 2020, the Commission approved the Settlement which, among other things, allowed for a base rate increase of \$3.6 million. This Settlement also resolved other matters related to FPUC’s depreciation study and its storm recovery requests for Hurricanes Michael and Dorian. This Settlement ended on September 1, 2021.

Natural Gas Rate Cases

Peoples Gas System

On June 8, 2020, Peoples Gas System (PGS) filed a request for an annual base rate increase of \$85.3 million. Of that amount, the utility requested to transfer into rate base its \$23.6 million current investment in a Commission-approved Cast Iron/Bare Steel Replacement Program (CI/BSR), which is recovered through a separate surcharge on customers’ bills. PGS referenced several factors as reasons for the rate request, including three expansion projects and a request to increase its Annual Storm Accrual. On November 19, 2020,



Approximately 45,000 miles of pipeline comprise Florida’s natural gas system.

the Commission approved a Settlement Agreement between the parties to the docket that includes a revenue requirement increase of \$58.0 million of which \$23.6 million is attributed to the CI/BSR migration from a surcharge to base rate recovery. The Settlement authorized an ROE of 9.9 percent and allowed for an annual storm reserve accrual of \$380,000, with a storm reserve target of \$3.8 million. New base rates became effective January 1, 2021. The Settlement term is three years, from January 1, 2021 through December 2023, with rates continuing beyond that date unless changed by Commission order.

Depreciation, Dismantlement, & Nuclear Decommissioning Studies

Depreciation rates for regulated utilities are set by the Commission to ensure that cost recovery is provided for assets while they are in service. Unless modified by Commission order, depreciation studies are required to be filed every four years by electric companies and every five years by gas distribution companies.

Dismantlement studies for electric utilities that own and operate fossil fuel generating units are required to be filed with the Commission every four years unless modified by Commission order. These studies provide updated cost estimates to dismantle a fossil fuel generating unit at the end of its useful life; the information in these studies is also used to determine whether a company needs to recover funds, in current customer rates, that will be necessary to pay for dismantlement.

Dismantlement studies, required to be filed by the Commission, provide updated cost estimates to dismantle a fossil fuel generating unit at the end of its useful life.

Decommissioning studies for electric utilities that own and operate nuclear generating units are required to be filed with the Commission every five years unless directed otherwise by the Commission. These studies provide updated estimates of the cost to decommission a nuclear unit at the end of its useful life; the information in these studies is also used to determine whether a company needs to recover funds, in current customer rates, that will be necessary to pay for decommissioning.

Depreciation and Dismantlement

Florida Power and Light Company

FPL filed its 2021 Depreciation and Dismantlement Studies on March 12, 2021, in conjunction with its petition for a base rate increase. FPL’s depreciation study resulted in a modest decrease in depreciation expense of \$2.4 million, due primarily to the 20-year life extension of the Turkey Point Nuclear Power Plant approved by the Nuclear Regulatory Commission in 2019. For the depreciation study’s application to the rate proceeding, FPL provided two sets of Minimum Filing Requirements, one reflective of depreciation rates obtained from its 2021 depreciation study and another reflective of depreciation rates based on certain alternative depreciation parameters.

The alternative parameters were based on extended service lives for certain categories of plant (e.g. St. Lucie Nuclear, combined cycle, solar, and some transmission, distribution, and general) relative to lives proposed in FPL’s 2021 Depreciation Study. FPL’s alternative parameters resulted in a substantial theoretical reserve surplus, which the company proposed be used to adjust earnings levels within the authorized range determined in the rate case. This proposed accounting adjustment was identi-

fied as the Reserve Surplus Amortization Mechanism (RSAM) to be implemented in exchange for its proposed multi-year rate case stay-out provision (including the years 2022-2025). Alternatively, if the Commission did not approve the proposed multi-year stay-out provision, FPL maintained that its 2021 Depreciation Study should be approved and implemented.

The alternative parameters, as well as the resulting depreciation rates, were included as the basis for FPL's 2021 Settlement, which was ultimately approved by the Commission (see "Electric Rate Cases"). The result was a decrease in depreciation expense of \$235 million in the 2022 test year relative to the depreciation expense associated with FPL's 2021 Depreciation Study and the creation of a depreciation reserve surplus of \$1.48 billion, of which \$1.45 billion was earmarked for FPL earnings adjustments (RSAM) to be applied at the company's discretion, during the term of the 2021 Settlement (2022 -2025).

FPL filed its 2021 Dismantlement Study (corrected) on May 7, 2021. FPL's corrected study resulted in total dismantlement accruals of \$51.9 million, an increase of \$25.1 million over the accruals established in 2016. Much of the increase was related to the solar generating assets installed during the interim years and those expected to be added through 2025. The dismantlement expense recognized in FPL's 2021 Settlement was \$47.7 million, or \$5.7 million lower than the amount reflected in the study. This decrease was related to the longer plant lives associated with alternative parameters supporting the RSAM.

Per the 2021 Settlement the next depreciation and dismantlement studies must be filed on or before the date the next rate case petition is filed, rather than within four years of the 2021 Depreciation Study file date as is generally the case under Rules 25-6.0436 and 25-6.04364, F.A.C.

Duke Energy Florida, LLC

DEF filed its *2020 Depreciation and Dismantlement Studies* on December 31, 2020, then modified its depreciation study on January 14, 2021 in conjunction with DEF's 2021 Settlement Agreement. The modifications reflected the acceptance of the existing distribution and transmission depreciation rates, combined cycle generating plant lives of 40 years, and the delayed amortization until January 1, 2025 of the Cost of Removal (COR) Regulatory Asset. The COR Regulatory Asset is valued at \$460.7 million. The modified study ultimately approved by the Commission resulted in a \$121.8 million increase in depreciation expense, approximately \$57.6 million less than the amount identified in DEF's originally-filed study. The dismantlement study resulted in 2022 dismantlement expense of \$414.5 million, or \$253.2 million higher than the 2010 estimates. The most significant changes in the dismantlement study are related to the addition of solar sites and the Citrus County Combined Cycle site and the addition of plant inventory in the cost estimates. The cost of the increase is deferred to a regulatory asset during the term of DEF's 2021 Settlement (2022-2024).

Tampa Electric Company

TECO filed its 2020 Depreciation and Dismantlement Studies on December 30, 2020. In the same filing, the Company proposed the accelerated recovery of the undepreciated net book value of Big Bend Generating Units 1, 2, and 3 assets and Automated Meter Reading (AMR) assets. These assets were all scheduled for early retirement,

through 10-year capital recovery schedules, and were not reflected in the depreciation rates and expense proposed in TECO's 2020 Depreciation and Dismantlement Studies. The results of these studies included an increase in annual depreciation expense of \$29.6 million relative to then-current depreciation rates and an increase in annual dismantlement expense of \$6.8 million.

On April 9, 2021, TECO filed a petition for a base rate increase, supported by its earlier-filed depreciation and dismantlement studies. TECO's 2021 Settlement, filed August 6, 2021, proposed a reduction of \$28.7 million to the annual depreciation and dismantlement expense proposed in TECO's 2020 studies, resulting in a net annual depreciation and amortization expense of \$376 million. Under the 2021 Settlement, the net book value of Big Bend Assets and AMR metering assets, along with the dismantlement reserve deficit of \$111.1 million, were separated from base rates and will be recovered via a new charge identified as the Clean Energy Transition Mechanism (CETM). The CETM charge will remain in effect for a 15-year period (through 2036) as a levelized charge on customers' bills. The 2021 Settlement was approved by the Commission on October 21, 2021. TECO's next depreciation and dismantlement studies are due to be filed no more than one year, and no less than 90 days, before the filing of its next rate case proceeding.

Sebring Gas Company

Sebring filed its Depreciation Study on November 18, 2021. The company's depreciation study period extends through December 31, 2021, with a proposed effective date for depreciation rates of January 1, 2022. The Commission anticipates consideration of Sebring's study in the first half of 2022.

Decommissioning

Duke Energy Florida, LLC

On July 10, 2019, DEF petitioned the Commission for approval of a transaction with Accelerated Decommissioning Partners, LLC (ADP) that would result in the accelerated decommissioning of the Crystal River Unit 3 (CR3) nuclear generating facility by 2027 and Nuclear Regulatory Commission (NRC) License Termination by 2038 after spent fuel is removed from the Crystal River site. Under the transaction, ADP would complete all decommissioning activities, acquire ownership of DEF's Independent Spent Fuel Storage Installation, and assume DEF's contract with the US Department of Energy for disposal of spent nuclear fuel as well as operational responsibility of CR3. DEF also requested Commission approval of its updated nuclear decommissioning study.

DEF's CR3 decommissioning is the first decommissioning for a nuclear power plant in Florida. The nuclear portion of the plant was shut down in 2009.

On September 20, 2019, the Commission issued its order modifying the procedure in the case to grant OPC's motion to hold the hearing schedule in abeyance until the NRC ruled upon DEF's nuclear license transfer application and its related order is issued. The NRC issued its order on April 1, 2020, approving the license transfer application to ADP. An evidentiary hearing was held July 7-9, 2020. The Commission approved DEF's proposed decommissioning transaction of CR3 and DEF's 2019 Accelerated

Decommissioning Study on August 18, 2020. The Commission also set the decommissioning accrual to be collected from DEF's customers at zero dollars per year to cover the cost of decommissioning. The Commission's approval of the transaction means the decommissioning services over the life of the contract will be provided for a fixed price of \$540 million. The status of the nuclear decommissioning trust fund was found to be sufficient to cover both the fixed price contract obligation as well as all expected DEF costs going forward. The Commission set forth a wide range of reporting requirements for DEF that extended through the final period of partial license termination. The docket remains open for monitoring purposes.

Florida Power and Light Company

FPL filed its 2020 Nuclear Decommissioning Study for St. Lucie Units 1 & 2 and Turkey Point Units 3 & 4 on December 14, 2020. Consistent with its 2015 study, FPL's 2020 study included the DECON method (i.e. prompt removal/dismantling) for decommissioning its Turkey Point Units, and a combination of the DECON method and SAF-STOR method (mothballing with delayed removal/dismantling) for decommissioning the St. Lucie Units. FPL's study recognized the 20-year life extension granted by the NRC in 2019 for the Turkey Point Units 3 & 4 to 2052 and 2053, respectively. The St. Lucie Units 1 & 2 operational licenses currently extend through 2036 and 2043, respectively. The cost estimate to decommission the Turkey Point Units (\$1.361 billion) decreased substantially compared to the 2015 study (23.4 percent), largely due to the impact of the 20-year life extension on spent fuel management for Turkey Point Unit 4. St. Lucie decommissioning costs (\$1.745 billion) decreased 3.4 percent relative to the costs identified in the 2015 study.

NRC rules require that licensees provide reasonable financial assurance that funds will be available for decommissioning through prepayment, and the Commission approved an external sinking fund method for that purpose in 1989. The fund, established by FPL for decommissioning its nuclear units, has required a zero accrual since 2005, and the Commission, upon the review of updated costs and funds balance and earnings rate, approved the proposed continuation of a zero accrual on June 15, 2021. In tandem with this review, the Commission recognized proposed decreases to FPL's nuclear units' end-of-life materials and supplies and last core (nuclear fuel) annual amortization expenses. FPL is due to file its next decommissioning study no later than December 14, 2025.

Fuel Diversity

Florida's generating capacity is anticipated to grow to meet the increase in customer demand. While a majority of this demand is currently met through natural gas, renewables—primarily solar photovoltaic—are the fastest increasing generation resources. As of 2020, approximately 6,156 MW of renewables, including 4,633 MW of solar, was installed in Florida, and it contributed to 4.3 percent of all electricity production. In 2021, approximately 1,254 MW of new solar generation is planned, with all renewables increasing to 6.2 percent of electricity production. Sources of renewables have included utility-owned generation, qualifying facilities with purchased power agreements, and customer-owned renewable energy resources.

Nuclear Cost Recovery

In 2006, the Florida Legislature enacted Section 366.93, Florida Statutes (F.S.), to encourage utility investment in nuclear electric generation by creating an alternative cost recovery mechanism. The statute directed the Commission to allow IOUs to recover certain construction costs in a manner that reduces the overall financial risk associated with building a nuclear power plant. The statute required the Commission to adopt rules that provide for annual reviews and cost recovery for nuclear plant construction through the existing Capacity Cost Recovery Clause (CCRC). The Commission adopted Rule 25-6.0423, Florida Administrative Code (F.A.C.), fulfilling the requirements of, and implementing, Section 366.93, F.S.

In 2013, the Florida Legislature enacted amendments to Section 366.93, F.S. The Commission subsequently adopted revisions to Rule 25-6.0423, F.A.C., to incorporate these amendments to the statute, effective in January 2014.

Florida Power & Light Company

FPL obtained Commission approval for the uprate of four existing nuclear units, St. Lucie 1 & 2 and Turkey Point 3 & 4, as well as the construction of two new nuclear units, Turkey Point 6 & 7. FPL completed the uprate of its existing nuclear units in 2013, adding 522 megawatts of new nuclear capacity. FPL also received site certification in May 2014 for new nuclear units Turkey Point 6 & 7 from the Governor and Cabinet, sitting as the Power Plant Siting Board.

In April 2018, the Nuclear Regulatory Commission issued FPL a Combined Operating License for Turkey Point Units 6 & 7. FPL has initiated a “pause” in the further development of the Turkey Point Units 6 & 7 project and did not seek to recover costs related to the project in 2019, 2020, or 2021.

Fuel Cost Recovery

On November 2, 2021, the FPSC held its annual cost recovery clause hearing to address the true-up of 2020 and 2021 fuel costs and further establish the 2022 fuel cost recovery factors for four electric IOUs: DEF, TECO, FPUC, and FPL (2022 begins unified fuel rates for FPL and Gulf). Evidence from that proceeding generally reflected higher projected fuel costs for 2022 over 2021.

For DEF, the fuel cost recovery portion of the bill for a residential customer using 1,000 kWh of electricity will increase by \$4.53 per month in 2022. The Commission voted to approve a “Rate Mitigation Proposal,” that among other things, shifted approximately \$123.4 million of uncollected fuel costs for recovery in 2023 that resulted in lower 2022 fuel rates. Other authorized 2022 net changes to base rates and charges, cost recovery amounts, and taxes will result in a total bill that is on average \$9.24 per month higher. (DEF’s Rate Mitigation Proposal also includes a mid-year rate change associated with its 2022 capacity charges, thus a yearly average is used for this bill impact statistic.)

For FPL, projected fuel costs and resulting fuel factors will be unified across both FPL and Gulf utilities in 2022. However, given that both utilities had separate and distinct fuel factors in 2021, the level of difference from 2021 to 2022 is not the same.

On November 9, 2021, FPL filed for a mid-course correction (applicable to both FPL and Gulf) for its 2022 fuel cost recovery amounts. The Commission approved FPL's revised fuel costs on December 7 and, as a result, all FPL customers will see a fuel rate increase in 2022 over 2021. Historical FPL customers will see a fuel cost recovery increase of \$9.77 over 2021, and former Gulf customers will see a fuel cost recovery increase of \$4.17 over 2021.

For TECO, the fuel cost recovery amount and factors will be lower in 2022. The fuel cost recovery portion of the bill for a residential customer using 1,000 kWh of electricity will decrease by \$11.93 per month. Other net changes to cost recovery amounts and taxes will result in a total 2022 bill that is \$2.86 per month higher than in December 2021.

For FPUC in 2022, fuel cost recovery amounts and factors are slightly higher compared to December 2021. The fuel cost recovery portion of the bill for a residential customer using 1,000 kWh of electricity will increase by \$0.28 per month beginning in 2022. Other net changes will result in a total bill that is \$1.45 per month lower in January 2022 than in December 2021.

Storm Restoration Cost Recovery



Florida electric investor-owned utilities under the Commission's jurisdiction have incurred costs related to damage caused by named storms.

Utilities seeking to recover storm costs outside of a rate case must file a petition with the Commission. The requested costs are audited and analyzed to determine whether the costs meet the criteria for recovery per Commission rule. During 2021, the Commission approved Settlement Agreements for FPL's Hurricane Dorian incurred costs and St. Joe Natural Gas Company's incurred costs for Hurricane Michael. Further, on November 2, 2021, the Commission approved DEF's Rate Mitigation Plan which, among other things, defers the right to recover the incurred costs for Hurricanes Eta, Isaias, and Elsa at a future time.

The Commission will hold hearings in 2022 to address Gulf's incurred costs for Hurricane Sally. FPL will recover Hurricane Dorian costs through its reserve amount balance, as established in its 2016 Settlement Agreement. Dockets were opened in November 2021 to address incurred costs for Hurricane Isaias and Tropical Storm Eta for FPL, and for Hurricane Zeta for Gulf.

Storm Preparedness Initiatives

On May 19, 2021, FPSC staff held a hurricane season preparedness workshop. Representatives of Florida's five IOUs, Keys Energy Services, and Escambia River Electric Cooperative, Inc. each made presentations about their hurricane preparedness processes. The presentations included discussions on vegetation management, pole

inspections, storm preparedness, customer communications, and lessons learned. In addition, each presentation discussed the continuing challenges and changes to the restoration process due to the COVID-19 pandemic.

Storm Protection Plan and Cost Recovery

In 2019, the Legislature enacted Section 366.96, F.S., which requires each electric public utility to file a transmission and distribution Storm Protection Plan (SPP) for Commission approval at least every three years that covers the utility's immediate ten-year planning period. The SPPs are intended to strengthen electric infrastructure to reduce outage times and restoration costs associated with extreme weather events, and to enhance reliability. Section 366.96(7), F.S., establishes the Storm Protection Plan Cost Recovery Clause (SPPCRC), which allows utilities to annually recover the prudently incurred costs of implementing their SPPs.

The Commission adopted two rules to administer the legislation, Rule 25-6.030, F.A.C., requires each utility to file a ten-year SPP, to be updated at least every three years. Rule 25-6.031, F.A.C., provides that after a utility has filed its SPP, it may petition the Commission for recovery of implementation costs through the SPPCRC.

On April 10, 2020, DEF, FPL, Gulf, and TECO each filed 2020-2029 SPPs for Commission approval. These plans are largely a continuation of the IOUs' Commission-approved Storm Hardening Plans with the addition of some newly proposed programs. FPUC filed a Motion requesting to defer filing its SPP and refrain from participating in the annual SPPCRC. The Motion was granted and FPUC is operating under its current Storm Hardening Plan. DEF, FPL, Gulf, and TECO entered into Settlement Agreements with intervening parties concerning their SPPs. The FPSC approved each Settlement Agreement and the IOUs, including FPUC, are scheduled to file their next SPPs in 2022.

In 2021, Docket No. 20210010-EI (the recurring SPPCRC docket) was opened to address cost recovery for utility SPP implementation costs. The Commission conducted an administrative hearing in this docket on August 3, 2021. At the hearing the Commission approved stipulations reached by parties to the proceeding, thereby approving costs for recovery in 2022 and establishing rates to be applied to customer bills beginning January 1, 2022.

Pole Inspection and Maintenance

On July 1, 2021, the Florida Legislature amended Section 366.04, F.S. requiring the FPSC to adopt rules to administer and implement the amended section. Section 366.04(9), F.S., gives the FPSC authority to regulate the safety, vegetation management, repair, replacement, maintenance, relocation, emergency response, and storm restoration requirements for poles of communication services providers that have public utilities attached. The rule must be proposed for adoption no later than April 1, 2022, and must address mandatory pole inspections, including repair or replacement, vegetation management requirements for the poles owned by communication service providers, and monetary penalties for failure to comply with the rule. A rule development workshop was held on October 27, 2021.

Territorial Agreements & Disputes for Electric & Gas Utilities

Section 366.04, F.S., gives the Commission authority to approve territorial agreements and resolve service territory disputes between utilities. In 2021, the Commission approved territorial agreements between Sumter Electric Cooperative, Inc. and Duke Energy Florida, LLC; between Gulf Coast Electric Cooperative, Inc. and West Florida Electric Cooperative Association; and between Tri-County Electric Cooperative and Duke Energy Florida, LLC.

Conservation Activities for Electric and Gas Utilities

The Florida Energy Efficiency and Conservation Act (FEECA), enacted in 1980, emphasizes reducing the growth rates of weather-sensitive peak demand, reducing and controlling the growth rates of electricity consumption, and reducing the consumption of scarce resources, such as petroleum fuels. During the 2008 legislative session, the Legislature amended FEECA to place greater emphasis on the pursuit, through utility sponsored incentives, of all cost-effective customer conservation and energy efficiency measures including demand-side renewable energy systems. Under FEECA, the FPSC must establish numeric conservation goals for each FEECA utility, at least every five years. FEECA goals were most recently set by the FPSC in 2019. At that time the Commission decided to continue the existing goals that were established in the 2014 goalsetting proceeding, and for the one applicable gas utility, Peoples Gas System (PGS), to establish goals based on its existing programs.

To implement the goals, each FEECA electric utility must file Demand-Side Management (DSM) plans within 90 days of the final order outlining a set of programs for residential and commercial/industrial customers designed to meet the FEECA goals. In 2020, the Commission approved plans for all seven electric FEECA utilities (FPL, DEF, TECO, Gulf, FPUC, Orlando Utilities Commission and JEA), which began implementing the new and modified programs by the end of 2020. With the merger of FPL and Gulf, in 2021 the Commission approved a revised DSM Plan to reflect the combined goals of the two entities. In 2021, the Commission approved plans from its sole natural gas FEECA utility, PGS, which will be implemented by the end of the year.

In 2020, the Commission initiated a rulemaking process to review Rule, 25-17.0021, F.A.C., Goals for Electric Utilities. Staff held two rule development workshops in 2021, and participants included utility representatives, the Office of Public Counsel, and numerous interested public and private organizations.

FEECA places emphasis on cost-effective customer conservation and energy efficiency measures.

In 2021, the Commission evaluated each FEECA utility's achievements in meeting its established 2020 conservation goals. This evaluation was incorporated into the Commission's Annual Report on Activities Pursuant to the Florida Energy Efficiency and Conservation Act, which was approved by the Commission in November 2021 for submission to the Governor and Legislature.

Each year, the Commission audits and evaluates these expenses and holds an evidentiary hearing to determine the appropriate conservation cost recovery factor for customers' bills. In November 2021 the Commission set the 2022 conservation cost

recovery factors for the electric IOUs, which range from \$1.34 to \$2.83 a month for a residential customer using 1,000 kWh. In addition, the Commission set the 2022 conservation cost recovery factors for the natural gas IOUs, which range from \$1.68 to \$6.90 a month for a residential customer using 20 therms.

Renewable Energy Initiatives

Renewable Energy Standard Offer Contracts

Section 366.91, F.S., requires the utilities subject to the Florida Energy Efficiency and Conservation Act to continuously provide a standard contract for purchasing capacity and energy from renewable energy resources. Contracts are filed annually on April 1 and are based on each fossil-fuel generating technology type in a utility's Ten-Year Site Plan. In 2021, the Commission approved standard contracts for each IOU for the purchase of renewable energy.

Currently, renewable energy facilities provide approximately 6,156 MW of firm and non-firm generation capacity, which represented 9.8 percent of Florida's overall generation capacity of 63,031 MW in 2020. Approximately 2,322 MW are considered firm, based on either operational characteristics or contractual agreement. Solar generation contributes approximately 1,840 MW to this total, based upon the coincidence of solar generation and summer peak demand. Firm renewable generation is relied on to serve customers and contributes toward the deferral of new fossil fueled power plant construction.

The remaining renewable generation produces energy on an as-available basis or for internal use (self-service). As-available energy is considered non-firm and is not counted on for reliability purposes; however, it contributes to the avoidance of burning fossil fuels in existing generators.



Self-service generation reduces demand on Florida's utilities.

Utility-Scale Solar Generation

As of 2020, there was approximately 3,382 MW of utility-scale solar installed in Florida. The Commission has approved cost recovery for approximately 2,500 MW of the total for FPL, DEF, and TECO under Solar Base Rate Adjustments (SoBRA) mechanisms included in each company's respective 2016 and 2017 rate case settlements. During 2021, the Commission approved several base rate settlement agreements that included additional utility-scale solar generation. FPL's Settlement included a SoBRA mechanism for up to 1,788 MW, and an expansion of the 1,490 MW SolarTogether Program by an additional 1,788 MW through 2025. TECO's Settlement featured two Generation Base Rate Adjustments (GBRAs) for an additional 373.5 MW of solar through 2024. In May 2021, the Commission approved DEF's Clean Energy Connection program, a community solar program which is projected to add 750 MW through 2022. This decision is currently under litigation.

Customer-Owned Renewables

In 2008, the Commission amended Rule 25-6.065, F.A.C., to facilitate customer-owned renewable generation by expanding the size of systems qualifying for expedited interconnection and establishing a requirement to allow net metering. The rule requires IOUs to offer a standard interconnection agreement with an expedited interconnection process and net metering for all types of customer-owned renewable generation up to 2 MW in capacity. The Florida Legislature extended net metering requirements to municipal and rural electric cooperative utilities as well. Customers benefit from renewable systems by reducing their energy purchases from the utility. Under the Commission's rule, net metering provides an additional benefit for IOU customers by allowing excess renewable energy production to be credited to monthly bills, thereby reducing future energy purchases from the utility.

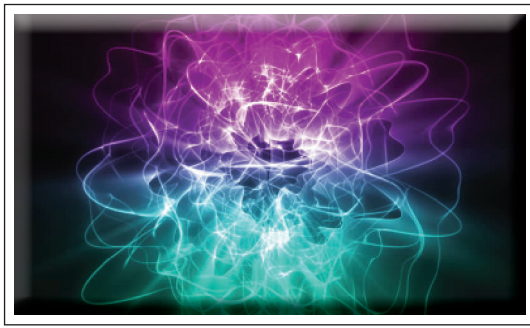
Reports submitted in April 2021 by the IOUs and municipal and rural electric utilities show that the number of customers owning renewable generation systems in Florida continues to grow. In 2008, when the rule became effective, there were 577 customer owned renewable generation systems, which accounted for 3 MW of renewable capacity. At year end 2020, there were 90,552 customer-owned systems interconnected, amounting to approximately 835 MW of renewable capacity. The FPSC will continue to enforce existing renewable policies and explore additional policies to benefit Florida's consumers.

Electric Vehicle Infrastructure Master Plan

On March 11, 2020, the Florida Legislature enacted Section 339.287, F.S., requiring the Florida Department of Transportation, in consultation with the Florida Public Service Commission and the Office of Energy in the Florida Department of Agriculture and Consumer Services, to coordinate, develop, and recommend a Master Plan for the development of electric vehicle charging infrastructure along the State Highway System.

To develop the information required by Section 339.287, F.S., Commission staff issued a request for comment on the appropriate regulatory structure for delivery of electricity to electric vehicle charging stations, along with other topics identified in the statute. The Commission received comments from 15 stakeholders, including charging station companies, electric vehicle and environmental advocacy groups, and electric utilities. Commission staff then held a workshop on October 21, 2020, to discuss the comments filed by stakeholders in support of the Master Plan and followed up by accepting post-workshop comments. Commission staff worked closely with staff at the Florida Department of Transportation and the Office of Energy to develop the required analysis. The plan was delivered to the Governor, the President of the Senate, and the Speaker of the House of Representatives on July 1, 2021.





TELECOMMUNICATIONS

ILEC Wholesale Performance Measures

The Commission is responsible for ensuring that incumbent local exchange carriers (ILECs) are meeting their obligation to provide unbundled access, interconnection, and resale to competitive local exchange companies (CLECs) in a nondiscriminatory manner. To ensure that ILECs are meeting their obligations, the Commission adopted wholesale performance measurement plans for the three largest ILECs operating in Florida: AT&T, CenturyLink, and Frontier. The plans establish a minimum level of acceptable wholesale service quality that the three ILECs must provide to the CLECs.

Each ILEC furnishes monthly performance reports to the Commission for review and assessment. Commission staff applies trending analysis to detect and correct any degradation in the quality of wholesale service provided to CLECs.

Wholesale service quality is measured in such areas as ordering, provisioning, and repair timeliness.

Intercarrier Relations

The FPSC is authorized by state and federal law to arbitrate and enforce interconnection agreements (ICAs). When carriers cannot agree to the terms or an interpretation of their ICA, they file a complaint with the FPSC for dispute resolution. Often during this process, the FPSC will facilitate an agreement among the parties, and their complaint will be withdrawn.

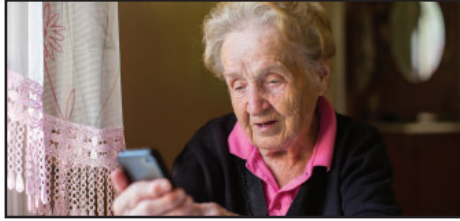
Numbering Resources

The FPSC is responsible for determining the appropriate form of area code relief when telephone numbers exhaust within an area code. While there are a number of methods available to handle area code exhaust issues, an overlay has been the preferred method. An overlay adds a new area code to the same geographic area served by the area code requiring relief. This results in the assignment of more than one area code to the same Numbering Plan Area (NPA). Current customers keep their existing area code and number; however, new customers or customers adding additional lines receive the new area code. Once an overlay is implemented, the FCC requires 10-digit dialing for all local calls within the NPA.

In 2021, the Commission approved an overlay relief plan for the 561 area code. This area code serves all of Palm Beach County. The new area code will be implemented prior to the estimated exhaust during the third quarter of 2023.

Lifeline Assistance for Low-Income Consumers

The Tele-Competition Innovation and Infrastructure Enhancement Act of 2003 requires that a statewide cooperative effort support the Lifeline Assistance (Lifeline) program in Florida. As part of the federal Universal Service Program, Lifeline is designed to make telecommunications services more affordable for low-income households. This



Lifeline is designed to make telecommunications services more affordable for low-income households.

is done by providing up to a \$9.25 discount on monthly phone or broadband bills. Alternatively, consumers can choose to receive monthly wireless minutes and/or measured data service from designated wireless providers. Although some Florida wireless ETCs have historically offered a free cellphone along with Lifeline service, currently only one wireless ETC continues to do so. The distribution of wireless devices is not funded by the Lifeline program.

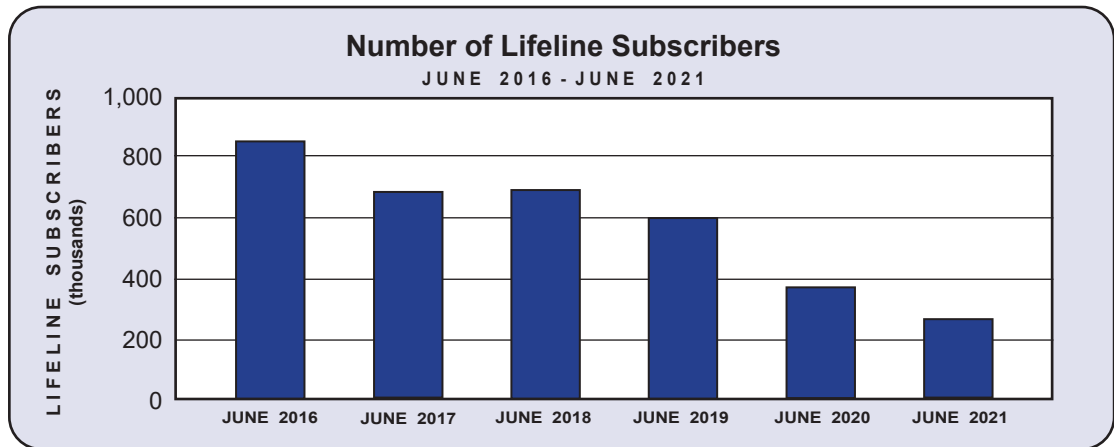
In December 2019, the lifeline reimbursement for voice-only customers was reduced to \$7.25 a month, as part of the FCC's 2016 Lifeline Modernization Order (2016 Order). Beginning on December 1, 2020, support for voice-only service was further reduced to \$5.25, and was scheduled to be completely phased out on December 1, 2021. However, on November 5, 2021, the FCC released an Order that delayed the complete phase out of voice-only Lifeline support until December 1, 2022.

In the 2016 Order, the FCC also charged the Universal Service Administrative Company (USAC) with the establishment of a single system of Lifeline subscriber verification, known as the National Lifeline Eligibility Verifier (National Verifier). The purpose of the National Verifier is to determine initial subscriber eligibility, conduct annual recertification, populate a national database consisting of Lifeline customers, and provide support payments to providers serving these customers. New Lifeline customers may apply for the Lifeline program through the National Verifier online, or by mailing a physical copy of the application to USAC.

Dozens of local, state, and federal agencies, organizations and businesses, and telecommunications companies were involved in the collaborative effort to increase awareness and participation in the Lifeline program in 2021. Promotional activities in 2021 featured National Consumer Protection Week and ongoing efforts to increase awareness and enrollment in the Lifeline program.

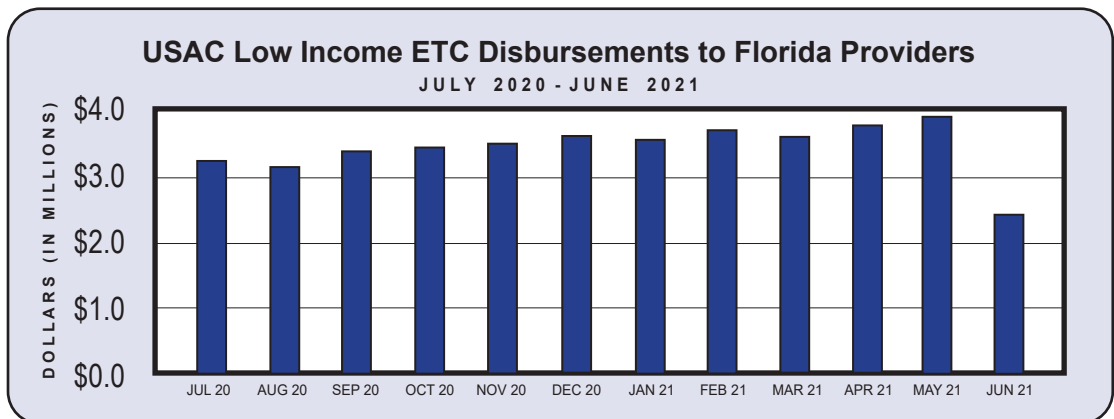
Each month, the FPSC sends a cover letter and informational packet to two organizations to encourage continued Lifeline outreach to their eligible clientele. National Lifeline Awareness Week is observed each September (September 20-24, 2021). "Stay Connected Florida!" was the slogan for Florida's 2021 Lifeline Awareness Week (LAW). In addition to increasing awareness among eligible citizens, this year's LAW focused on rural areas to highlight the federal program's continuation of the monthly voice-only telephone discount. Florida's outreach targeted senior and community centers in rural Miami-Dade, Taylor, Walton, Citrus, and Hernando Counties. With in-person events cancelled due to the pandemic, FPSC representatives distributed information to consumers and answered questions with the help of the local services coordinators.

As of June 2021, 273,641 Florida households participated in the Lifeline Program. The five companies with the highest Lifeline enrollment in Florida were Assurance Wireless, SafeLink Wireless, Access Wireless, T-Mobile, and CenturyLink, collectively serving 99 percent of Florida Lifeline customers. The following table shows the number of Lifeline subscribers from June 2016 through June 2021.



Source: Industry Responses to FPSC Data Requests (2016-2021)

The following table shows the USAC's Florida Lifeline disbursements for the 12-month period ending June 2021. The amount disbursed totaled \$41,942,954, an average of \$3.5 million per month. These amounts also include support corrections or true-ups from prior months when errors are made.



Source: USAC Disbursements Florida July 2020-June 2021

To prevent a Lifeline subscriber from receiving duplicate Lifeline benefits, USAC established a National Lifeline Accountability Database to determine if a prospective subscriber is already receiving Lifeline support from another eligible telecommunications carrier (ETC). FPSC staff has read-only access to the NLAD database and can use the information generated by the reports for Lifeline customer issues.

Additional information about the FPSC's 2021 Lifeline activities and a complete list of the Lifeline Partners assisting with promotional efforts are available in the FPSC's report, *Number of Customers Subscribing to Lifeline Service and the Effectiveness of Procedures to Promote Participation*. A printed copy of the report may be requested from the FPSC or accessed on the FPSC website under the publications tab at this link: <http://www.floridapsc.com/Files/PDF/Publications/Reports/Telecommunication/LifelineReport/2021.pdf>

Actions Taken by the FPSC on Universal Service

The FPSC continues to enforce safeguards to prevent waste, fraud, and abuse of the federal Universal Service Fund (USF) and takes appropriate action when necessary. The FPSC monitors Lifeline disbursements from the USF monthly to determine if reported and reimbursed funds are consistent with the number of actual Lifeline customers.

On December 7, 2020, the FCC announced the winning bidders of the Rural Digital Opportunity Fund (RDOF) auction. The RDOF is a form of high-cost support intended to help connect millions of unserved rural homes and small businesses to high-speed broadband. In Florida, a total of 11 bidders were selected to receive approximately \$192 million of high-cost support in Phase I. As a condition of receiving funding, the carriers were required to obtain ETC designation that covered their winning bid areas.

Following the completion of the RDOF bidding process, the FPSC was tasked with processing ETC applications for several winning bidders. If a company's ETC application is approved, it's eligible for high-cost support under the RDOF program, but also has to offer Lifeline service. The FPSC has jurisdiction to evaluate and grant ETC designation for wireline carriers. Florida law excludes wireless and Voice over Internet Protocol service from the FPSC's jurisdiction, so companies providing those services must obtain ETC designation from the FCC. Between January 4, 2021, and August 3, 2021, the FPSC evaluated petitions for ETC designation from six companies relating to the RDOF. Four ETC petitioners were directed to apply for ETC designation with the FCC due to a lack of Commission jurisdiction, while two petitioners were granted ETC designation.

Florida Relay Service

Section 427.704, F.S., charges the Commission with overseeing the administration of a statewide telecommunications access system that provides basic Telecommunications Relay Service (TRS) and Captioned Telephone Service (CTS), along with related specialized equipment to Floridians who are deaf, hard-of-hearing, or speech impaired.



Basic TRS and CTS facilitate telephone calls between people with hearing loss or speech disabilities and other individuals by using special equipment and a communications assistance operator to relay information. A monthly bill surcharge of up to \$0.25 per landline telephone funds the distribution of specialized telecommunications devices and intrastate relay service. The current surcharge is \$0.10 per landline telephone.

The current contract for relay services is scheduled to end on February 28, 2022. In 2021, the Commission opened a docket to request proposals from companies to provide relay service in Florida beginning in March 2022. Two companies filed proposals, Hamilton Relay and Sprint Communications Company, L.P. (Sprint). After reviewing the technical, financial, and price elements of each proposal, the Commission selected

Sprint's proposal on October 12, 2021. Sprint's relay contract is for a period of three years beginning on March 1, 2022. The contract contains extension options for four additional one-year periods.

The distribution of equipment necessary to complete relay calls is administrated by Florida Telecommunications Relay, Inc. (FTRI) with Commission oversight. On February 26, 2021, FTRI filed its proposed Fiscal Year 2021-2022 budget for FPSC consideration. At the June 15, 2021 Commission Conference the FPSC approved FTRI's 2021-2022 Fiscal Year budget of \$4,450,727, while maintaining the monthly surcharge at \$0.10 per month.

Additional information about the statewide relay system is available in the FPSC's annual Relay report, available on the agency's website at the following link: <http://www.floridapsc.com/Files/PDF/Publications/Reports/Telecommunication/TelecommunicationAccess/2021.pdf>



FEDERAL ACTIVITY

Energy

The FPSC actively monitors federal energy-related issues, including Congressional legislation and activities at the Federal Energy Regulatory Commission (FERC) and the U.S. Environmental Protection Agency (EPA). Section 366.015, F.S., directs the Commission to maintain a liaison with federal agencies whose policy decisions and authority affect electric and gas utilities under the Commission's jurisdiction. Active participation in federal agency processes is encouraged to convey the Commission's policy positions in order to provide more efficient regulation. During 2021, the Commission monitored actions by the FERC on electric utility transmission planning compliance filings and other rulemaking activities. Also, the Commission continued its review of activity related to the EPA's 2019 rules on carbon emissions from existing and new electric generating units including appellate court actions.

Telecommunications

The FPSC actively monitors federal telecommunications issues. Section 364.012, F.S., encourages participation in federal agencies' cases that might affect Florida consumers to convey the FPSC's policy positions. The Commission files comments with the FCC in response to actions that can affect Florida citizens, as well as periodically informing the Florida Congressional delegation and other affected state agencies on federal issues. Areas of particular emphasis include proceedings relating to the fed-

eral USF, intercarrier compensation, and telephone relay. Each of these areas can and do have substantial financial impacts on Florida carriers and telecommunications consumers. For example, Florida is the third largest net contributor state to the USF, and the FPSC has consistently taken positions before the FCC to reduce and/or limit growth of the fund's size. In addition to these issues, the FPSC monitored several FCC proceedings, including net neutrality and carrier responses to hurricane outages.



WATER & WASTEWATER

Water & Wastewater Rate Cases

Depending on the utility's request, water and wastewater rate cases are processed as staff assisted rate cases, limited alternative rate increase cases, limited proceedings, or file and suspend rate cases. In 2021, the Commission processed four staff assisted rate cases and one limited alternative rate increase case pursuant to Section 367.0814, F.S. The Commission also processed one file and suspend rate case requested by the largest regulated water and wastewater company.

In 2021, staff continued to perform its normal surveillance of the earnings levels of water and wastewater companies regulated by the FPSC. One utility was identified for potential overearnings. On November 5, 2021, Black Bear Waterworks, Inc. (Black Bear) and the Office of Public Counsel filed a joint motion for approval of a settlement agreement (Settlement). On December 7, 2021, the Commission approved the Settlement, which provides for a one-time refund of 16.57 percent of 2021 calendar year water revenues. The refund will be based on each customer's individual billed amounts for calendar year 2021. In addition, Black Bear will hold subject to refund all revenues received during calendar year 2022, that are above its authorized ROE range until the final review of its *2022 Annual Report*. Any 2022 earnings exceeding Black Bear's authorized ROE are subject to the Commission's jurisdiction.

Water & Wastewater Certification Cases

In 2021, the Commission did not process any applications for original or grandfather certificates. The Commission did receive one application for an original certificate from Collier Utility Company; however, since the Commission does not have jurisdiction in Collier County, the application was returned and the docket was subsequently closed. The Commission received three applications for amendments to certificates from Gibson Place Utility Company, LLC; Utilities Inc. of Florida; and South Sumter Utility Company, LLC. The Commission also received four requests for transfer to a governmental authority and subsequent certificate cancellations from GCP Fairfield Village, LLC;

Sun Communities Operating LP d/b/a Saddle Oak Club; Marion Utilities, Inc.; and Park Water Company. The Commission received one application for transfer of facilities and certificates in 2021 from Leighton Estates Utilities, LLC and three separate applications from CSWR Florida Utility Operating Company, LLC.

FPSC Organization

Description of the FPSC's divisions and offices and their functions.

The Commission consists of five members appointed by the Governor and confirmed by the Senate. Commissioners serve four-year terms, as provided in Chapter 350, F.S.

Commissioners are selected for their knowledge and experience in one or more fields substantially related to the duties and functions of the Commission. These fields include economics, accounting, engineering, finance, natural resource conservation, energy, public affairs, and law.

Created by the Florida Legislature in 1887, the FPSC was originally called the Florida Railroad Commission and primarily regulated railroad passenger and freight rates and operations. As Florida grew, the Commission's purpose expanded.

- In 1911, the Legislature added regulation of telephone and telegraph companies.
- In 1929, jurisdiction was granted over motor carrier transportation.
- In 1951, the Commission began regulating investor-owned electric companies.
- In 1952, jurisdiction was extended to the regulation of natural gas utilities.
- In 1959, the Commission began regulating privately owned water and wastewater systems.

The Commission's divisions and offices are described in the next section, concluding with a list of all past and present Florida Public Service Commissioners.



KEITH HETRICK
GENERAL
COUNSEL

The **Office of General Counsel** provides legal counsel to the Commission on all matters under the Commission's jurisdiction. This office also supervises the procedural and legal aspects of all cases before the Commission. In addition, this office assists in responding to inquiries from the Legislature.

The office is responsible for defending Commission orders on appeal, for defending Commission rules challenged before the Division of Administrative Hearings, and for representing the Commission before state and federal courts. To assist FPSC offices and divisions, this office offers support in making filings with, or presentations to, other federal, state, or local agencies. The office advises in the promulgation of rules and attends or conducts rulemaking hearings at the Commission's direction. It also reviews procurement contracts and counsels the Commission on ethics, personnel, contractual, public records, and other administrative legal matters.

In cases involving evidentiary hearings before the Commission or an Administrative Law Judge, the office is responsible for conducting discovery, presenting staff positions and testimony, and cross-examining other parties' witnesses. In conjunction with the appropriate technical staff, this office prepares recommendations to the Commission and prepares written Commission orders.



TIFFANY HURST
INSPECTOR
GENERAL

The **Office of Inspector General** is established by law to provide a central point for coordinating activities that promote accountability, integrity, and efficiency in government. The office reports directly to the FPSC Chairman, and its responsibilities include conducting internal audits and investigations, assessing the validity and reliability of data and information produced by the Commission, and coordinating external audits and reviews of the Commission by the Auditor General and others.

The office also monitors corrective actions to address identified deficiencies. These activities help management ensure that Commission programs perform as intended and that fraud or abuse is detected and eliminated.

ADMINISTRATIVE DIVISIONS & OFFICES



BOBBY MADDOX
DIRECTOR

The **Division of Administrative & Information Technology Services** assists in preparing the Commission's *Legislative Budget Request*, monitors the operating and non-operating budgets, and assists in preparing budget amendments as necessary.

The *Fiscal Services Section* handles the payment of all vendor invoices, processes travel reimbursement to staff, and prepares checks for deposit to financial institutions.

The *Human Resources Section* administers the agency's human resources program, including recruitment, selection, classification and pay, attendance and leave, performance evaluations, training and staff development, employee relations, payroll, insurance, and other employee benefit programs.

The *General Services Section* supports imaging, duplicating, mail distribution, audiovisual, hearing and conference room operations, and fax systems. This section is also responsible for all agency purchasing, security and safety issues, leasing, surplus property, and fleet management.

The *Bureau of Information Technology Services* monitors and evaluates the information processing and telephony needs of the FPSC, proposing enhancements to information processing resources to management and providing technical support services. Additionally, the bureau manages the agency-wide cyber security awareness program to help staff develop safe computing practices and the ability to identify potentially malicious phishing attacks. This program is required to maintain compliance with the State of Florida's Cyber Security rule.



ADAM TEITZMAN
DIRECTOR

The **Office of Commission Clerk**, the official keeper of the Commission's public records, is responsible for coordinating public record requests. It records, prepares, and maintains transcripts of Commission Conferences, Internal Affairs meetings, hearings, and workshops. The office is authorized to issue subpoenas in proceedings before the Commission and is responsible for preparing, certifying, and transmitting records on appeal to the upper tribunal. The Commission Clerk, designated as the Agency Clerk and the Records Management Liaison Officer, coordinates the FPSC's records management program, is responsible for issuing non-Commissioner signed orders and notices, and, as the custodian of records, certifies copies of official filings.

The *Documents and Case Management Section* accepts and processes filings and maintains the official docket by ensuring the integrity, timeliness, and availability of filings in the Case Management System (CMS) and on the FPSC website. It is responsible for managing and coordinating the establishment of new dockets, issuance of orders and notices to parties and interested persons, case closure, and preparation of statistical and management reports. This section responds to information requests, invoices for services and, upon applicable payment, provides the responsive documents. It maintains the Master Commission Directory (MCD) of utilities and provides notification to Commission employees regarding the adoption of new or amended rules. This section also administers the records management program and activities.

The *Events and Hearing Reporting Section* prepares and notices events such as Commission Conferences, Internal Affairs meetings, hearings, prehearings, workshops, and rulemaking in the Florida Administrative Register. This section prepares the FPSC's Schedule of Live Events from the established Commission calendar and provides support staff to record these events.



DALE MAILHOT
DIRECTOR

The **Office of Auditing & Performance Analysis** conducts audits and reviews in all industries.

The *Performance Analysis Section* conducts utility management and operational audits and identifies areas for improvement. These audits may be limited to one company or conducted on a comparative basis between several companies. Areas for investigation may include internal controls, process or procedure analysis, construction project management, quality assurance, service quality, and rule compliance. Special investigations are also conducted relating to allegations of utility fraud, mismanagement, and other whistleblower complaints.

The *Bureau of Auditing* is responsible for audits and reviews in all industries. The types of audits and reviews performed include financial, compliance, billing, and verification. The auditors conduct examinations of utility-related financial and operating records and provide an independent verification of the supporting documentation for any statements or filings made by regulated companies. Financial audits are conducted in conjunction with utilities' requests for rate increases through rate cases or the annual cost recovery clauses to ensure ratepayers only pay for prudently incurred expenses. This bureau conducts financial audits from three district offices in Tallahassee, Miami, and Tampa.



CINDY MUIR
DIRECTOR

The **Office of Consumer Assistance & Outreach** is the Commission's liaison with the public and the media. Providing consumer assistance and education, the *Bureau of Consumer Assistance* receives, processes, and resolves consumer complaints and informal disputes between customers and utilities. Consumers may file complaints via a toll-free telephone number or online and by mail, fax, or e-mail. In addition to helping resolve complaints, the bureau provides consumer information about utility payment plans, statutes and rules governing utility companies, and the status of pending cases before the FPSC.

By producing and distributing the agency's news releases and maintaining familiarity on a broad array of dockets, issues, and related activities affecting consumers or having media interest, the *Outreach Section* ensures that timely, accurate information is disseminated to the public. This section handles media inquiries, plans and schedules monthly outreach events, and also participates in community meetings, consumer forums, and customer meetings and hearings by presenting agency information and distributing a variety of consumer publications, including information on the Lifeline Assistance program.

Other office responsibilities include selecting locations and coordinating logistics for customer service hearings, handling consumer outreach and media at customer meetings and service hearings, updating information and processing submissions to the agency's website, and, when needed, managing incoming calls to the Commission Suite.

The office also coordinates and produces several FPSC reports and publications, including the *FPSC Annual Report*, *Comparative Rate Statistics*, *Facts & Figures of the Florida Utility Industry*, *The Statement of Agency Organization & Operations*, *Inside the PSC*, and the quarterly *Consumer Connection E-Newsletter*.

TECHNICAL DIVISIONS & OFFICES



ANDREW MAUREY
DIRECTOR

The **Division of Accounting & Finance** reviews the revenue requirements of rate base regulated electric, natural gas, and water and wastewater utilities and monitors earnings for these industries through reviews of surveillance filings and utility annual reports. The division manages the utilities' annual report process including all disseminations, extensions, filings, delinquency notices, penalty letters, and show cause recommendations.

The division is also responsible for processing requests for base rate changes requested by electric, natural gas, and water and wastewater utilities, as well as Commission-initiated overearnings investigations. Processing base rate change requests includes analyzing filings, expert testimony, and exhibits; developing interrogatories and production of documents requests; preparing cross-examination questions; presenting staff testimony; holding customer meetings; and presenting recommendations to the Commission, including a recommended return on equity. The division is also responsible for reviewing storm cost recovery petitions, evaluating petitions for regulatory assets, and assessing the revenue requirement effect of tax law changes on regulated electric, natural gas, and water and wastewater utilities. Water and wastewater utilities' requests for index and pass through rate adjustments and staff assisted rate cases are also processed by the division.

In addition, the division makes recommendations to the Commission on annual fuel cost recovery clause petitions filed by electric utilities. Recommendations are provided on fuel costs, purchased power costs, and capacity costs. The division also monitors monthly electric utilities' fuel costs.

Other responsibilities include processing petitions for the securitization of Commission-approved costs related to storm damage, processing applications from investor-owned natural gas and electric utilities regarding allowance for funds used during construction and security issuances, evaluating requests for corporate undertakings, analyzing income tax issues, and calculating the interest on refunds.



TOM BALLINGER
DIRECTOR

The **Division of Engineering** is responsible for providing recommendations pertaining to technical issues coming before the Commission. Issues may include evaluation of engineering capital cost estimates and actual utility plant expenditures, determination of annual revenue requirements and life cycle costs, establishment of adequate margins of reserve, and analysis of operating and maintenance costs. Additionally, the division is responsible for cost-effectiveness determinations, taking into consideration the impacts on Florida's consumers, regulated industries, and the regulatory environment.

All docketed and undocketed matters involving the engineering and safety aspects of Florida's electric, natural gas, and water and wastewater utilities within the Commission's jurisdiction are the division's responsibility. The division has primary responsibility for programs such as the Ten-Year Site Plans, conservation goals and programs, cogeneration and renewable generation contract approvals, modifications and buy-outs, and bulk power interconnection standards. The division also coordinates issue resolutions pertaining to storm hardening protection plans, construction standards, pole attachment issues, meter accuracy and testing, electric and gas pipeline safety, emergency planning and operations, water and wastewater margin of reserve, and used and useful determinations.

The division annually prepares the *Review of Ten-Year Site Plans*, and the *Review of Florida's Investor-Owned Electric Utilities Service Reliability Reports*, and the *Annual Status Report on Storm Protection Plan Activities of Florida Investor-Owned Utilities*. The division is also responsible for staffing the Emergency Support Function 12 in the Emergency Operations Center to provide outage and restoration information regarding electric and natural gas service during a state of emergency.



JUDY HARLOW
DIRECTOR

The **Division of Economics** provides recommendations to the Commissioners on the design and application of retail rates and tariffs for all electric, natural gas, and water and wastewater utilities subject to the Commission's jurisdiction. In addition, the division provides primary technical support for all cases involving territorial agreements or disputes for electric and natural gas utilities.

Reviewing the development and application of depreciation rates and practices for inclusion in base rate revenue requirements is another division function. On a rotating basis, the division is also responsible for processing requests for base rate changes requested by electric, natural gas, and water and wastewater utilities. The division is also responsible for reviewing periodic nuclear decommissioning studies submitted by electric utilities owning nuclear power plants.

In addition to rate and tariff matters, the division provides analyses of investor-owned regulated utility forecasts and other statistical projections. As a part of this function, the division reviews electric and natural gas utilities' load, customer growth, and fuel price forecasts. In addition, the division reviews investor-owned electric utilities' *Load Research Sampling Plans*. The division also prepares a *Statement of Estimated Regulatory Cost (SERC)*, required by statute for all proposed and revised administrative rules. SERCs evaluate the costs and benefits of the proposed rule change, including analyses on the public and business sectors. The division is also responsible for regulatory assistance fee compliance-related matters.

The division has primary responsibility for preparing the annual *Florida Energy Efficiency and Conservation Act Report* and that portion of the *Ten-Year Site Plan Review* that addresses the adequacy of electric utilities' load and energy forecasts. In addition, the division has primary responsibility for three annual cost recovery clause proceedings. In these proceedings, investor-owned utilities are allowed to recover dollar-for-dollar reasonable and prudent costs related to: (1) electric utility conservation programs, (2) natural gas utility efficiency programs, and (3) natural gas utility gas commodity and transportation. The division also assists the Division of Engineering in proceedings and recommendations to the Commission regarding conservation goals, plans, and programs.



CAYCE HINTON
DIRECTOR

The **Office of Industry Development & Market Analysis** is responsible for the critical assessment of the evolving utility industry and development of strategies that most benefit Florida's residents. The office analyzes developing policies and prepares recommendations for implementing state and federal laws, including strategy alternatives for consideration by the Commission. The office serves as a technical liaison with the Florida Legislature and state agencies, including the Florida Department of Agriculture and Consumer Services' Office of Energy. Also, the office monitors and advises the Commission on Congressional activities and federal agency actions that may impact Florida consumers and utilities, including the Federal Energy Regulatory Commission, the Environmental Protection Agency, the Nuclear Regulatory Commission, and

the Federal Communications Commission. The office provides support to Commissioners for NARUC activities pertaining to energy, spent nuclear fuel, environmental regulations, energy efficiency, renewables, and telecommunications, as well as technical support to other staff in docketed and undocketed matters.

The office participates in special studies concerning energy policy, develops discussion papers, analyzes alternative regulatory approaches, and prepares technical analyses of special projects for all industries. The office is responsible for monitoring and conducting proceedings addressing alternative cost recovery mechanisms for the construction of new nuclear electric generation facilities, the annual *Storm Protection Plan Cost Recovery Clause*, and complaints regarding pole attachment rates and charges.

The office also handles issues that involve the wholesale oversight of the wireline telecommunications industry and facilitates dispute resolutions between carriers about local interconnection agreements and other wholesale issues. Companies entering an agreement can either negotiate between the parties or have the FPSC arbitrate unresolved operational issues. Once an interconnection agreement is executed, the parties may come to the FPSC to resolve a dispute of contract language interpretation. The office also processes cases involving area code relief, number conservation plans, number resource reclamation, local number portability, and other numbering issues.

Florida's Lifeline Assistance Program, which provides discounted telecommunications services to low-income consumers, is monitored and the office addresses issues related to Lifeline and provides recommendations on eligible telecommunications carrier designations. The office also oversees the Florida Relay Program, which provides telecommunications services for the deaf and hard of hearing, and facilitates the resolution of consumer complaints relating to Lifeline, Telephone Relay, and pay-phones.

All certification filings are processed, along with the related administrative functions for all telecommunication companies and pay telephone providers. The office processes local telephone service providers' schedules of rates and terms, if filed with the FPSC, and negotiated agreements. The office monitors company compliance with various FPSC rules and initiates action if warranted. The office also acts as the FPSC's technical liaison with the Federal Communications Commission.

The office prepares a number of annual publications for the Commission, including: *The Status of the Telecommunications Access System Act of 1991*; *Report on the Status of Competition in the Telecommunications Industry*; *Florida Lifeline Assistance*; *Report on the Efforts of the Florida Public Service Commission to Reduce the Regulatory Assessment Fee for Telecommunications Companies*; *Net Metering Report*; *Statistics of the Florida Utility Industry*; and *Long Range Program Plan*.

FPSC COMMISSIONER HISTORY

Commissioner	Years Served	Replaced By	Appointed By
George G. McWhorter	08/17/1887 - 06/13/1891		
E.J. Vann	08/17/1887 - 06/13/1891		
William Himes	08/17/1887 - 06/13/1891		
The Commission was abolished by the Legislature in 1891, and recreated in 1897			
R.H.M Davidson	07/01/1897 - 01/03/1899	John L. Morgan	
John M. Bryan	07/01/1897 - 01/06/1903	Jefferson B. Brown	
Henry E. Day	07/01/1897 - 10/01/1902	R. Hudson Burr	
John L. Morgan	01/03/1899 - 01/08/1907	Royal C. Dunn	
R. Hudson Burr	10/01/1902 - 01/04/1927	R.L. Eaton	
Jefferson B. Brown	01/06/1903 - 01/08/1907	Newton A. Blitch	
Newton A. Blitch	01/08/1907 - 10/30/1921	A.D. Campbell	
Royal C. Dunn	01/04/1909 - 01/04/1921	A.S. Wells	
A.S. Wells	01/04/1921 - 12/16/1930	L.D. Reagin	
A.D. Campbell	11/12/1922 - 02/10/1924	E.S. Mathews	
E.S. Mathews	02/25/1924 - 01/16/1946	Wilbur C. King	
R.L. Eaton	01/04/1927 - 02/27/1927	Mamie Eaton-Greene	
Mamie Eaton-Greene	02/27/1927 - 01/08/1935	Jerry W. Carter	
L.D. Reagin	12/16/1930 - 07/06/1931	Tucker Savage	
Tucker Savage	07/06/1931 - 01/03/1933	W.B. Douglass	
W.B. Douglass	01/03/1933 - 08/04/1947	Richard A. Mack	
Jerry W. Carter	01/08/1935 - 01/05/1971	William H. Bevis	
Wilbur C. King	01/08/1947 - 07/18/1964	William T. Mayo	
Richard A. Mack	09/15/1947 - 01/05/1955	Alan S. Boyd	
Alan S. Boyd	01/05/1955 - 12/01/1959	Edwin L. Mason	
Edwin L. Mason	12/01/1959 - 01/06/1969	Jess Yarborough	
William T. Mayo	09/01/1964 - 12/31/1980	Katie Nichols	Graham*
Jess Yarborough	01/06/1969 - 01/02/1973	Paula F. Hawkins	
William H. Bevis	01/05/1971 - 01/03/1978	Robert T. Mann	
Paula F. Hawkins	01/02/1973 - 03/21/1979	John R. Marks, III	
Robert T. Mann***	01/04/1978 - 01/03/1981	Susan Leisner	Graham**
The Commission became appointive January 1, 1979			
Joseph P. Cresse***	01/02/1979 - 12/31/1985	John T. Herndon	Askew/Graham
Gerald L. Gunter***	01/02/1979 - 06/12/1991	Susan F. Clark	Askew/Graham/PSC Nominating Council
John R. Marks, III***	03/22/1979 - 03/02/1987	Thomas M. Beard	Graham**
Katie Nichols***	01/02/1981 - 01/03/1989	Betty Easley	Graham
Susan Leisner	02/16/1981 - 04/02/1985	Michael McK. Wilson	Graham
Michael McK. Wilson***	07/12/1985 - 11/22/1991	Luis J. Lauredo	Graham/Martinez
John T. Herndon	01/07/1986 - 04/17/1990	Frank S. Messersmith	Graham
Thomas M. Beard***	03/03/1987 - 08/13/1993	Diane K. Kiesling	Martinez
Betty Easley	01/03/1989 - 01/05/1993	Julia L. Johnson	Martinez
Frank S. Messersmith	06/19/1990 - 02/05/1991	J. Terry Deason	Martinez
J. Terry Deason***	02/06/1991 - 01/01/2007	Ken Littlefield	PSC Nominating Council/Chiles/Bush
Susan F. Clark***	08/15/1991 - 07/31/2000	Michael A. Palecki	Chiles/Bush
Luis J. Lauredo	01/23/1992 - 05/16/1994	Jose "Joe" Garcia	Chiles
Julia L. Johnson***	01/05/1993 - 11/15/1999	Lila A. Jaber	Chiles
Diane K. Kiesling	12/07/1993 - 01/05/1998	E. Leon Jacobs, Jr.	Chiles
Jose "Joe" Garcia***	08/19/1994 - 06/30/2000	Braulio L. Baez	Chiles
E. Leon Jacobs, Jr.***	01/06/1998 - 01/07/2002	Rudolph K. "Rudy" Bradley	Chiles
Lila A. Jaber***	02/29/2000 - 12/02/2004	Lisa Polak Edgar	Bush
Braulio L. Baez***	09/01/2000 - 01/01/2006	Katrina J. Tew	Bush
Michael A. Palecki	12/19/2000 - 01/06/2003	Charles Davidson	Bush
Rudolph K. "Rudy" Bradley***	01/02/2002 - 01/01/2006	Matthew M. Carter II	Bush
Charles M. Davidson	01/07/2003 - 06/01/2005	Isilio Arriaga	Bush
Lisa Polak Edgar***	01/02/2005 - 01/01/2017	Donald J. Polmann	Bush/Crist/Scott
Isilio Arriaga	10/06/2005 - 01/31/2007	Nathan A. Skop	Bush
Matthew M. Carter II***	01/02/2006 - 01/01/2010	Ben A. "Steve" Stevens III	Bush
Katrina J. McMurrian	01/02/2006 - 10/05/2009	David E. Klement	Bush
Ken Littlefield	01/02/2007 - 01/31/2007	Nancy Argenziano	Bush
Nancy Argenziano***	05/02/2007 - 10/12/2010	Eduardo E. Balbis	Crist
Nathan A. Skop	05/02/2007 - 01/01/2011	Julie I. Brown	Crist
David E. Klement	10/22/2009 - 05/30/2010	Art Graham	Crist
Ben A. "Steve" Stevens III	01/02/2010 - 05/30/2010	Ronald A. Brisé	Crist
Art Graham***	07/16/2010 - 01/01/2026		Crist/Scott/DeSantis
Ronald A. Brisé***	07/23/2010 - 01/01/2018	Andrew Giles Fay	Crist/Scott
Eduardo E. Balbis	11/24/2010 - 01/01/2015	Jimmy Patronis	Crist/Scott
Julie I. Brown***	01/02/2011 - 01/01/2023	Gabriella Passidomo	Crist/Scott
Jimmy Patronis	01/02/2015 - 06/25/2017	Gary F. Clark	Scott
Donald J. Polmann	01/02/2017 - 01/01/2021	Mike La Rosa	Scott
Gary F. Clark***	09/15/2017 - 01/01/2023		Scott
Andrew Giles Fay***	02/02/2018 - 01/01/2026		Scott/DeSantis
Mike La Rosa	01/02/2021 - 01/01/2025		DeSantis
Gabriella Passidomo	05/10/2021 - 01/01/2023		DeSantis

* 2 year initial term

** 3 year initial term

*** Served/serving as Chairman



FLORIDA
PUBLIC
SERVICE
COMMISSION

CONTACT INFORMATION

The Florida Public Service Commission's (FPSC or Commission) responsibilities in utility regulation directly affect the public. The FPSC welcomes requests for information about utility regulation or utility-related matters. Inquiries may be made in writing to the address below or by telephone, e-mail, or fax.

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Toll-Free: 1-800-342-3552 (Nationwide)
Toll-Free Fax: 1-800-511-0809 (Florida)

E-mail: contact@psc.state.fl.us
Website: www.FloridaPSC.com
Follow us on Twitter: @FloridaPSC

(Detailed telephone contact information is available at
<http://www.floridapsc.com/AboutPSC/PhoneDirectory>.)