



Florida Public Service Commission

Consumer Bulletin

Lila A. Jaber, Chairman

The PSC's Division of Consumer Affairs

Customer service is very much a part of the overall mission at the Florida Public Service Commission (PSC), and there is a division dedicated solely to assist you with any complaints, problems or other concerns you might have relating to your utilities.

The PSC's Division of Consumer Affairs is a very important and integral part of the proactive approach to ensuring that Florida's consumers are receiving sufficient, efficient and affordable service. The majority of the Division's time is dedicated to addressing the needs of consumers who contact the PSC via telephone, e-mail, on-line or letter with questions, comments and/or complaints. Also, this Division is responsible for handling consumer information and conservation education. The Division of Consumer Affairs is staffed with a dedicated group of individuals who are thoroughly trained to address your inquiries and complaints.

As a result of the Division's taking action to resolve complaints, savings to Florida's consumers totaled \$2,768,936.27 for 2002. Listed below is a breakdown of the savings by category for consumers for year 2002:

- **Electric** **\$ 61,080.94**
- **Gas** **\$ 6,935.91**
- **Telephone** **\$ 2,692,887.24**
(includes local, long distance and pay telephone service)
- **Water and Wastewater** **\$ 8,032.18**

Since 1986, more than \$13,231,075 in total refunds and credits have been issued to consumers as a result of cases handled by the Division.

The PSC is here to provide you with the very best in customer service. We serve over 16 million people residing in Florida today and we take this role very seriously because we know that the PSC is the vital link between Florida's consumers and the utilities that serve them.

Please call us if you have questions about your service and also about how we may better serve you. The PSC resolved over 14,338 consumer complaints last year.

You may contact us by calling the Division of Consumer Affairs at **1-800-342-3552**. You may also contact us by e-mail at contact@psc.state.fl.us, or visit our Web site, available 24 hours a day, seven days a week, at <http://www.floridapsc.com>.

CONSUMER FACTS DID YOU KNOW?

- If you have a problem or concern with your utility, call our customer service number, toll free at **1-800-342-3552**. You may also fax your comments and/or complaints 24 hours a day, seven days a week at **1-800-511-0809**.
- The PSC's Web site is consumer friendly and available 24 hours a day, seven days a week. Our Web address is www.floridapsc.com.
- We have a variety of brochures, reports and publications on the many industries we regulate available for you to read and review. Check out our Web site and/or contact us by phone, e-mail, or by our Web address should you wish to order or read our various publications on utility regulation. We also have an assortment of Public Service Announcements available for review on our Web site.

Lila A. Jaber is the Chairman of the Florida Public Service Commission. The PSC sets the rates regulated utility companies charge for natural gas, electric and telephone service within the state. In 36 counties, it sets the price you pay for the water you drink, if your water company is privately owned. Chairman Jaber is also a member of the Federal-State Joint Board on Universal Service and the state chair of the Federal-State Joint Conference on Advanced Telecommunications Services.