

F L O R I D A

RSC

Inside the 2003



Table of Contents

Introduction	1
PSC Organizational Chart	2
PSC Commissioners' Biographies	3
PSC General Information	5
Composition of the PSC	7
PSC Nominating Council	7
Commission Responsibilities	8
PSC Budget	9
Calendar of Historical Events Related to the PSC	10
Maintaining the Balance	11
How Rates Are Set	12
What Is the PSC?	13
Public Involvement at the PSC	14
Does the PSC Have Public Meetings?	16
How Do I Participate in Public Service Commission Cases?	17

Florida Public Service Commission

Authority Chapters 350, 364-368, Florida Statutes

Florida's Public Service Commission is responsible for regulating the rates, service and safety of utilities under its jurisdiction; adopting energy efficiency goals; and requiring each utility to develop plans to meet such goals.

I N T R O D U C T I O N

In 1887, the Florida Legislature established the Florida Railroad Commission for the purpose of regulating railroad passenger and freight rates and operations in Florida. The Legislature abolished that Commission in 1891, but it was re-established by the Legislature in 1897.

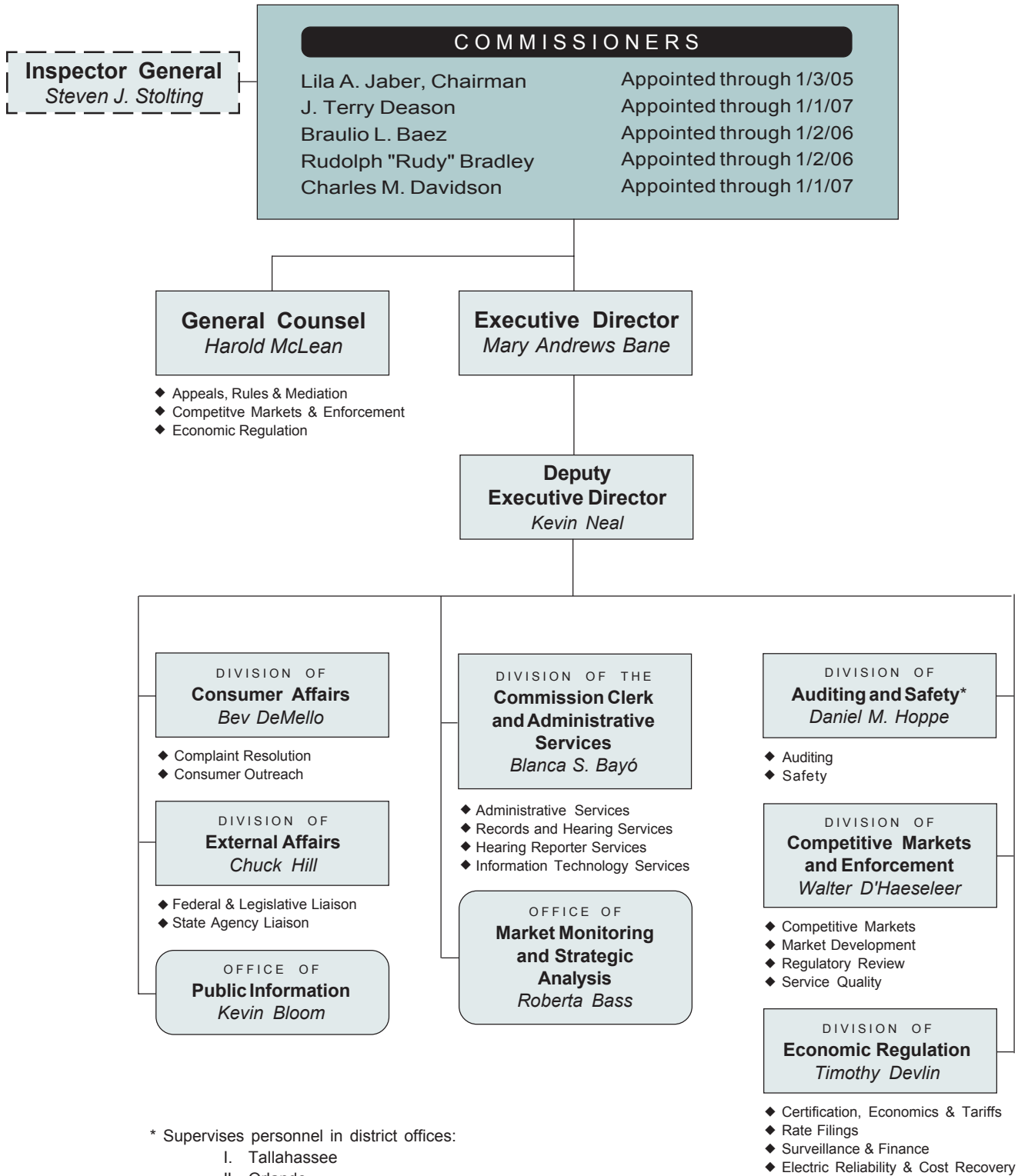
As Florida's population grew and industry expanded, it was necessary for the Commission to grow with it. Therefore, the Legislature conferred upon the Commission additional regulatory responsibilities with periods of regulatory expansion and periods of deregulation. In 1911, the Legislature added telegraph and telephone numbers to the Commission's purview. The telegraph companies were deregulated in 1980. In 1982, competition was permitted for long distance telephone service, with the Commission retaining jurisdiction over service and rates of local exchange telephone companies. In 1995, legislation was approved that allowed competition for local exchange telephone service.

In 1922, motor carriers came under the Commission's jurisdiction, but they were removed in 1980 along with radio common carriers, freight forwarders and intrastate air carriers. The Commission's authority to regulate the railroads was repealed in 1985.

Investor-owned electric utility rates and services were first regulated by the Commission in 1951. The following year, the PSC received jurisdiction over the rates and services of gas utilities. Legislation was passed in 1959 that gave the Commission authority to regulate the operations of privately owned water and wastewater systems in those counties that transferred jurisdiction to the Commission. In 1968, the Commission was given authority for natural gas pipeline safety for both privately and publicly owned distribution systems. In 1974, the PSC received rate structure jurisdiction over municipal and rural electric cooperative electric utilities. In 1986, the Commission assumed safety jurisdiction over all electric utilities in the state.

Because the Public Service Commission makes decisions that affect how much people pay for such necessary services as electricity, telephone and water, its operational activities are constantly in the public eye. In fact, very few governmental agencies have as much impact on peoples' lives as does the PSC. That is why we have prepared this guide, "Inside the Florida PSC," to help people better understand our important duties and responsibilities to both the consumers and to the utilities in Florida.

2003 Florida Public Service Commission



PSC Commissioners



Chairman Jaber was appointed to the Florida Public Service Commission (PSC) by Governor Jeb Bush in February 2000 to complete a term ending in January 2001. She was reappointed by Governor Jeb Bush for a term ending in January 2005. Chairman Jaber serves on the National Association of Regulatory Utility Commissioners' Committee on Telecommunications and the Committee on Consumer Affairs. Chairman Jaber chairs the Federal-State Joint Conference on Advanced Services created by the Federal Communications Commission (FCC) to promote the rapid deployment of advanced services to all Americans. In July 2001, she was appointed to the Federal-State Joint Board on Universal Service created to promote the availability and access to quality telecommunications services at just, reasonable and affordable rates throughout the Nation. Chairman Jaber has served as co-chair of the e-Infrastructure Subcommittee for the Information Service Technology Development Task Force (ITFlorida.com) and is a current member of the Florida Research Consortium, the affiliate of ITFlorida.com created as a partnership between Florida's universities and technology sectors to focus on high-tech research and development and collaboration between researchers and Florida's high-tech entrepreneurs. Chairman Jaber is a court-certified mediator and a member of the Florida Bar. Chairman Jaber received a bachelor of arts degree in political science and business from Stetson University in DeLand, Florida, and received a juris doctorate from the Stetson University College of Law in St. Petersburg, Florida.



Commissioner Deason was first appointed to the Commission by the Florida Public Service Commission Nominating Council in January 1991 for a term ending in January 1995. He was subsequently reappointed by the late Governor Lawton Chiles for a term ending in January 1999. Commissioner Deason was then reappointed by Governor Jeb Bush to a term ending in January 2003, and to his current term which ends in January 2007. Commissioner Deason has served as Chairman of the Commission on two occasions, from January 1993 to January 1995, and from July 2000 to January 2001. Commissioner Deason is an active member of the National Association of Regulatory Utility Commissioners (NARUC). He currently serves on NARUC's Board of Directors, its Finance and Technology Committee, and the Federal/State Joint Conference on Accounting. Commissioner Deason also serves on the executive committee for the Nuclear Waste Strategy Coalition. Prior to his appointment, he served as Chief Regulatory Analyst in the Office of Public Counsel. In that capacity, he was responsible for the coordination of accounting and financial analysis used by the Public Counsel in cases before the Public Service Commission, presented testimony as an expert witness, and consulted with the Public Counsel on technical issues and ratemaking policies concerning regulated utilities in the State of Florida. From 1981 to 1987, Commissioner Deason served as Executive Assistant to PSC Commissioner Gerald L. Gunter, during which time he reviewed and analyzed staff recommendations and advised the Commissioner on those recommendations and other pertinent policy determinations. From 1977 to 1981, he served as a Legislative Analyst with the Office of Public Counsel. He attended the U.S. Military Academy at West Point, and in 1975 received his bachelor of science degree in accounting, summa cum laude, from Florida State University. He also received his master of accounting degree from FSU in 1989.



Commissioner Baez was appointed to the Florida Public Service Commission by Governor Jeb Bush on August 23, 2000, to complete a term ending January, 2002. He was then reappointed by the Governor to a four year term ending January, 2006. Prior to his appointment, Commissioner Baez was an attorney in Miami, Florida, with a statewide practice representing municipal and county governments in telecommunications, cable franchising and other regulatory matters. He was Executive Assistant to Commissioner Joe Garcia from 1994 to 1998. A native of South Florida, Commissioner Baez received his undergraduate degree from Florida International University in 1988, and his Juris Doctorate degree from Nova University, Shepard Broad Law Center, in 1993. Commissioner Baez serves on the National Association of Regulatory Utility Commissioners' Committees on Electricity and International Relations and is President of the Southeastern Association of Regulatory Utility Commissioners. He was appointed to the North American Electric Reliability Council, and is a member of the Florida Bar and American Bar Association. He is a past Director of the Hispanic Bar Association, 2nd Judicial District.

continued

PSC Commissioners *continued*



Commissioner Bradley was appointed to the Florida Public Service Commission by Governor Jeb Bush for a four year term beginning January 8, 2002. Commissioner Bradley serves on the National Association of Regulatory Utility Commissioner's Committees on Consumer Affairs, Gas and International Relations. He is also a member of the Energy Market Access Partnership Board which is a joint project between the Department of Energy and the National Association of Regulatory Utility Commissioners. Prior to his appointment to the Commission, Commissioner Bradley served as a member of the Florida Legislature for seven years representing District 55 which includes Pinellas, Manatee and Hillsborough Counties. As a member of the Legislature, he served as the Vice Chairman of the Utilities and Telecommunications Committee and as the Chairman of the Select Committee on Energy Restructuring. Commissioner Bradley also served as the Chairman of the Business Development and International Trade Committee and Chairman of the Economic Development Council. As a legislator, Commissioner Bradley maintained a special interest in improving Florida's educational system and expanding business opportunities for all citizens. Commissioner Bradley earned his Bachelor of Science Degree from the University of Tampa and his Masters Degree from the University of Michigan. He served as an educator in Pinellas County for several years and he developed several private enterprises involving real estate and livestock.



Governor Jeb Bush appointed **Commissioner Davidson** to the Florida Public Service Commission for a four-year term ending January 2007. Prior to his appointment, Commissioner Davidson served as the Executive Director of the Florida's Information Technology Taskforce and, subsequently, as the Staff Director to the State's first-ever Committee on Information Technology. In those roles, he was responsible for developing public policies to help ensure that Florida maintains progressive economic development processes and rational regulatory regimes. Prior to relocating to Florida, Commissioner Davidson was an attorney resident in the New York office of Baker & McKenzie and, subsequently, the New York office of Duane Morris. In his practice, he was responsible for an array of regulatory, commercial, international, and technology matters. His work included multi-jurisdiction antitrust disputes, compliance proceedings before the DOJ and the SEC, complex commercial disputes, and international technology matters. Commissioner Davidson has handled an array of domestic and international arbitrations and mediations. In New York, he served as Special Professor of Law at Hofstra University School of Law, teaching international arbitration. A Phi Beta Kappa graduate, Davidson received his baccalaureate and juris doctorate degrees from the University of Florida. Commissioner Davidson holds a Masters Degree in International Business from Columbia University and a Masters of Law in Trade Regulation from New York University.

Florida Public Service Commissioners

Chairman Lila A. Jaber, (850) 413-6044
(Term ends January 2005; first appointed 2000)

Commissioner J. Terry Deason, (850) 413-6038
(Term ends January 2007; first appointed 1991)

Commissioner Braulio L. Baez, (850) 413-6042
(Term ends January 2006; first appointed 2000)

Commissioner Rudolph "Rudy" Bradley, (850) 413-6046
(Term ends January 2006; first appointed 2002)

Commissioner Charles M. Davidson, (850) 413-6040
(Term ends January 2007; first appointed 2003)

Executive Management

Executive Director
Mary A. Bane, (850) 413-6055

Deputy Executive Director
Kevin Neal, (850) 413-6197

General Counsel

General Counsel
Harold McLean, (850) 413-6248

Inspector General

Inspector General
Steven J. Stolting, (850) 413-6338

Senior Management

Director, Division of Auditing and Safety

Dan Hoppe, (850) 413-6480

Director, Division of the Commission Clerk
and Administrative Services

Blanca S. Bayó, (850) 413-6330

Director, Division of Competitive Markets and Enforcement

Walter D'Haeseleer, (850) 413-6600

Director, Division of Consumer Affairs

Bev DeMello, (850) 413-6100

Director, Division of Economic Regulation

Timothy J. Devlin, (850) 413-6900

Director, Division of External Affairs

Charles H. Hill, (850) 413-6800

Chief, Office of Market Monitoring and Strategic Analysis

Roberta Bass, (850) 413-6854

Media

Director, Office of Public Information

Kevin Bloom, (850) 413-6482

Consumer Outreach

Rhonda L. Hicks, Bureau Chief

Florida Public Service Commission

Bureau of Consumer Outreach

2540 Shumard Oak Boulevard

Tallahassee, Florida 32399-0850

(850) 413-6449

www.floridapsc.com

Composition of the PSC

The Florida Public Service Commission is composed of five Commissioners who are appointed by the Governor to serve four-year terms. For each vacancy, the Governor appoints a Commissioner from nominees selected by the Florida Public Service Commission Nominating Council as provided in Chapter 350, Florida Statutes. Each appointee is subject to confirmation by the Florida Senate.

The chief administrative officer of the Public Service Commission is the Chairman of the five-member panel. The Chairman, who is elected to a two-year term by majority vote of the Commissioners, sets Commission hearings, establishes panels, assigns cases, presides at all hearings and conferences when present, and performs all other duties prescribed by law.

PSC Nominating Council

The Public Service Commission Nominating Council was created by Section 350.031 of the Florida Statutes, for the purpose of screening and nominating applicants to the Governor for appointment to fill vacancies on the Florida Public Service Commission. The Council consists of nine members: three appointed by the President of the Senate, three appointed by the Speaker of the House, and three chosen by the Council itself. Should the governor fail to appoint a PSC member by the 60th day following receipt of the slate of nominees, the Nominating Council is empowered to appoint, by majority vote, one of the nominees it submitted to the Governor.

Nominating Council Contact

Office of Legislative Services
Claude Pepper Building
111 West Madison Street
Room 674
Tallahassee, FL 32399-1400
Phone: (850) 922-5035
Fax: (850) 922-9866

Commission Responsibilities

The Florida Legislature adopted Florida Statutes 350 and 364-368 to establish the powers and responsibilities of the Florida Public Service Commission (PSC or Commission) as a regulator of public utilities under its jurisdiction. The Florida Public Service Commission, composed of five Commissioners appointed by the Governor, is committed to making sure that Florida's consumers receive some of their most essential services — electric, natural gas, telephone, water, and wastewater — in a safe, affordable, and reliable manner. In doing so, the PSC exercises regulatory authority over utilities in three key areas: competitive market oversight; rate base/economic regulation; and monitoring of safety, reliability, and service issues. Those areas are briefly described as follows:

- ◆ Competitive market oversight entails monitoring the development of competitive markets and all issues associated with them.
- ◆ 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.
- ◆ Monitoring of safety, reliability, and service issues involves ensuring the uninterrupted provision of utility services in a manner that presents minimal risks to the general public, and confirming that such services are provided in a reasonable and timely manner.

During 2002, the PSC regulated five investor-owned electric companies, seven investor owned natural gas utilities, and more than 207 investor-owned water and/or wastewater utilities. The PSC also has regulatory authority over one rate-base-regulated telephone company and competitive market oversight for more than 1,600 telecommunications companies in the state of Florida. The number of certificated telecommunications companies as of December 2002, were as follows:

- ◆ 10 incumbent local exchange companies (ILECs)
- ◆ 379 alternative local exchange companies (ALECs)
- ◆ 629 interexchange companies (IXCs)
- ◆ 579 pay telephone service companies (PATs)
- ◆ 40 alternative access vendors (AAVs)
- ◆ 31 shared tenant service providers (STS)

While the PSC does not regulate publicly owned, municipal or cooperative utilities, it does have jurisdiction, with regard to rate structure, territorial boundaries, bulk power supply operations and planning, over 32 municipally owned electric systems and 18 rural electric cooperatives. The PSC also has jurisdiction, with regard to territorial boundaries and safety, over 27 municipally owned natural gas utilities, and exercises safety authority over all electric and natural gas systems operating in the state.

PSC Budget

The Commission's activities are funded through a trust fund comprised of regulatory fees paid by Commission-regulated utilities. The fees, which are based on a percentage of their gross revenues, are paid as follows: investor-owned electric utilities pay 0.072%; rural electric cooperatives pay 0.0156%; municipal electric utilities pay 0.0156%; telephone companies pay 0.15%; investor-owned natural gas utilities pay 0.5%; gas municipals and districts pay 0.1919%, and water and wastewater companies pay 4.5%.

FISCAL YEAR 2002-2003		
Legislative Appropriations (Adjusted)		
BUDGET	TOTAL FUNDS	TOTAL POSITIONS
PSC Agency Total	\$27,006,789	386

Note: No general revenues received.

Calendar of Historical Events Related to the PSC

1887	Florida Railroad Commission was established, Chapter 3746
1891	Repeal of Chapter 4068, abolishing the Florida Railroad Commission
1897	Enactment of Chapter 4700, re-establishing the Florida Railroad Commission
1911	Jurisdiction over telephone services
1947	Name changed to Florida Railroad and Public Utilities Commission
1951	Jurisdiction over investor-owned electric utilities
1952	Jurisdiction over investor-owned natural gas utilities and safety only for municipally owned gas utilities
1959	Jurisdiction over privately owned water and wastewater companies
1963	Name changed to Florida Public Utilities Commission
1965	Name changed to Florida Public Service Commission
1974	Rate structure jurisdiction over municipal and rural cooperative electric utilities
1979	Five-member appointed Commission
1986	Safety jurisdiction over all electric utilities
1992	Jurisdiction over intrastate natural gas pipelines
1995	Legislature opened up local telecommunications market to increase competition

Maintaining the Balance

The work of the Florida Public Service Commission is a balancing act. The Commission must balance the needs of a utility and its shareholders with the needs of consumers. Traditionally, the Commission achieved this goal by establishing exclusive utility service territories, regulating the rates and profits of a utility, and placing an affirmative obligation on the utility to provide service to all who requested it. For electric and water customers in the state, many of the Commission's traditional methods for achieving the balance continue today. Legislative action during the 1995 session to open up the local telephone market to increased competition, however, has required the Commission to facilitate entry of new firms into the local telephone market, while at the same time ensuring that neither the new entrant nor the incumbent local exchange company is unfairly advantaged or disadvantaged. Thus, the Commission's role in the increasingly competitive telephone industry remains one of balance.

The Public Service Commission, or PSC, consists of five members 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.

The Governor appoints a Commissioner from nominees selected by the Public Service Commission Nominating Council. Commissioners must also be confirmed by the Florida Senate.

The PSC, created by the Florida Legislature in 1887, was originally called the Florida Railroad Commission. The primary purpose of the board was the regulation of railroad passenger and freight rates and operations. As Florida progressed, it was necessary for the Commission to expand. In 1911, the Legislature conferred on the Commission the responsibility of regulating telephone and telegraph companies, and in 1929, jurisdiction was given to motor carrier transportation. The Commission began regulating investor-owned electric companies in 1951, and then in 1952, jurisdiction was extended to the regulation of gas utilities. In 1959, the Commission began regulating privately owned water and wastewater systems.

Prior to 1978, three Commissioners were elected in a statewide election. The 1978 Legislature adopted a bill changing the Commission to a five-member appointed board.

The Commission has quasi-legislative and judicial responsibilities, as well as some executive powers and duties. In its legislative capacity, the PSC makes rules governing utility operations. In a judicial manner, the PSC hears and decides complaints, issues written orders similar to court orders, and may have its decisions appealed to the 1st District Court of Appeal and the Florida Supreme Court. As an executive agency, the PSC enforces state laws affecting the utility industries.

How Rates Are Set

The Public Service Commission has the responsibility to set rates that are fair, just and reasonable. It is also required to set rates to allow utility investors an opportunity to earn a reasonable return on their investment. Whenever a jurisdictional rate-base-regulated gas, electric, telephone, water or wastewater company wants to change its rates, it must receive permission from the PSC. The PSC then investigates its request and sets new rate levels if the request is valid. The investigation is extensive, with many PSC staff members helping the Commission assess the company's request.

Public Input

As part of its investigation in rate cases, the PSC holds a customer hearing within the utility's service areas, so the Commissioners can hear from the public. Customers may comment or ask questions on the proposed rates or make any other statements relating to the utility's operations. The Public Counsel, who is appointed by the Florida Legislature, represents customers at rate case hearings.

Technical Hearings

Later, hearings similar to courtroom proceedings are held in which evidence is presented by expert witnesses in support of each viewpoint represented. Witnesses are cross-examined by the utility, intervenors, staff, and the Public Counsel's Office. This information is utilized by the Commission when it evaluates company requests.

Commission Decisions

After all evidence is presented, the Commission reviews the record that has been developed and renders a decision. The decision it makes will determine the level of rates the company will be permitted to collect.

The utility is required to justify all of its expenses for the operations of the utility. An expense that the Commission determines to be improper, imprudent, or unnecessary is disallowed and is excluded from the amount the utility is allowed to collect from customers.

The Commission also looks at the amount utility stockholders have invested in utility plant and other facilities and allows a reasonable return on the investment necessary to provide good service.

Rates are calculated to generate revenues that allow a company the opportunity to earn the amount needed for the approved expenses plus the authorized return. However, there is no guarantee that the authorized return will be achieved.

Once the final order is issued, the Commission's decision can be appealed to the state's appellate court system.

What is the PSC?

The Florida Public Service Commission consists of five members appointed by the Governor from nominees selected by the Public Service Commission Nominating Council. The Commissioners must be confirmed by the Florida Senate prior to serving four-year terms. Commissioners are selected for their knowledge and experience in one or more fields substantially related to the duties and functions of the PSC. These fields include such areas as accounting, economics, energy, engineering, finance, natural resource conservation, public affairs, and law.

The work of the PSC is a balancing act. The PSC must balance the needs of each utility and its shareholders with the needs of consumers. Traditionally, the PSC achieved this goal by establishing exclusive utility service territories, regulating the rates and profits of each utility, and placing an affirmative obligation on the utility to provide service to all who requested it. For electric and water customers in the state, many of the PSC's traditional methods for achieving the balance continue today. Legislative action during the 1995 session to open up the local telephone market to increased competition, however, has required the PSC to facilitate entry of new firms into the local telephone market, while at the same time ensuring that neither the new entrant nor the incumbent local exchange company is unfairly advantaged or disadvantaged. Thus, the PSC's role in the increasingly competitive telephone industry remains one of balance.

The Commission has also been given authority by the Legislature to provide appropriate regulatory oversight to protect consumers and facilitate the development of fair and effective competition in the provision of telecommunications services.

The PSC's primary responsibility is to ensure that customers of regulated utility companies receive safe and reliable service at fair and reasonable rates. At the same time, the Commission is required by law to ensure that the rate-base-regulated companies are allowed an opportunity to earn a fair return on their investments in property dedicated to providing utility service.

The main PSC offices are located in Tallahassee, with district offices in Tampa, Orlando, and Miami. The PSC staff includes experts in such areas as accounting, economics, engineering, finance, and law.

Public Involvement at the PSC

The Public Service Commission is aware of the importance of public involvement in decisions that affect utility companies and their consumers. Understanding the complex rate structure and services of electricity, natural gas, telephone and water and wastewater companies regulated by the PSC has grown more difficult in recent years.

Public involvement may take several forms, from simply receiving news releases or other notices of PSC activities, to appearances at public meetings or formal participation in rate cases.

General Information

General information about all PSC programs is available from the Florida Public Service Commission's Bureau of Consumer Outreach at 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. You may also call 1-800-342-3552, or fax your questions and/or comments to 1-800-511-0809. In addition, you may contact the PSC via the following Internet e-mail address: contact@psc.state.fl.us. Twenty-four-hour online complaint forms are available on our home page at www.floridapsc.com.

A variety of brochures on utility regulation, conservation, and PSC programs are available from the PSC's Bureau of Consumer Outreach. Brochures may be viewed on our home page (www.floridapsc.com), or obtained by calling our consumer line at 1-800-342-3552.

Brochures

- ◆ A List of Water Management District Publications
- ◆ Area Code Maps
- ◆ Bill of Rights for Electric and Gas Service
- ◆ Conserve Your World (English & Spanish)
- ◆ Consumer Assistance and Protection Report
- ◆ Electric Power Interruptions (Momentary Outages)
- ◆ Fight Back Against Cramming
- ◆ Fight Back Against Slamming
- ◆ Florida Be Prepared
- ◆ How To Choose a Local Toll Company
- ◆ How To Choose a Long Distance Carrier
- ◆ How To Read Your Electric Meter
- ◆ If You Have Problems with Utility Service or Rates
- ◆ Inside the Florida PSC
- ◆ Lifeline Assistance Program/Link-Up Florida (English, Spanish and large print)
- ◆ Natural Gas Utility Regulation in Florida
- ◆ Navigating Your Phone Bill
- ◆ Payphones
- ◆ Practice Peak Shifting
- ◆ Prepaid Phone Cards (English & Spanish)
- ◆ Rate Case Procedures for Water and Wastewater Utilities
- ◆ Tips on Telephone Service
- ◆ Tips to Save Money by Being Energy Efficient
- ◆ Understanding Area Codes and Why They Change
- ◆ Utility Ratemaking in Florida
- ◆ Where To Find Help in Florida
- ◆ Your Rights and Responsibilities as a Telecommunications Customer
- ◆ Your Water and Wastewater Service

Press Releases

Press releases are prepared on important PSC decisions and activities as needed. An extensive fax list is maintained for distributing press releases. Contact the Office of Public Information at (850)413-6482.

Annual Report

The PSC publishes an annual report that details the Commission's organizational structure and provides brief summaries of its divisions and their activities. The report also describes the PSC's participation in developments resulting from the rapid changes in the state's utility industries.

Tariff Filings

Notices of tariff filings by regulated utilities to change a rate or service are distributed by the PSC's Division of the Commission Clerk and Administrative Services. Reports of tariffs are available on a subscription basis. To subscribe to these reports, contact the Division of the Commission Clerk and Administrative Services at (850) 413-6770.

Weekly Summary of Orders and New Dockets Opened Reports

Reports of the PSC's orders and a listing of new dockets opened are published weekly. To subscribe to these reports, contact the Division of the Commission Clerk and Administrative Services at (850) 413-6770. During 2002, more than 14,000 documents were received and processed.

PSC Home Page

The Commission's Internet home page address is www.floridapsc.com. All PSC press releases, recently published brochures and reports, and other items of interest can be found there. In addition, the weekly summary of orders, report of new dockets opened, and current and previous agendas and recommendations are accessed on the home page. The PSC also has Real Audio and Video access to its Agenda Conference meetings.

Does the PSC Have Public Meetings?

Yes. Public meetings called “Agenda Conferences” are held on the first and third Tuesday of each month (with announced schedule changes when necessary) in the Betty Easley Conference Center's Commission Hearing Room, 4075 Esplanade Way, in Tallahassee. At these meetings, the Commission makes its decisions on docketed cases. The public may address the Commission on these cases if the case has not yet been to hearing. If the case has been to hearing, the public may observe, but may not address the Commission, as the evidentiary record has closed.

Other public meetings and workshops are held in Tallahassee and other locations as needed. Public notice is given for all public meetings. Staff members from major industry areas attend the public meetings and are available to answer questions or explain issues. The Commission calendar may be viewed on the PSC home page.

Mailing List and Mailing Agenda

The PSC maintains a mailing list of persons who wish to receive advance copies of the public meeting agenda. Staff recommendations on agenda items also are available on the Friday 12 days prior to the next Agenda Conference meeting, and meeting minutes are available soon after each meeting. If you want to be placed on the Agenda Conference mailing list, contact the Commission Clerk at (850) 413-6770.

How Do I Participate in Public Service Commission Cases?

There are two ways to participate in the proceedings before the Commission -- as an "interested person" or as a formal "intervenor."

Interested Persons

Interested persons may submit written or present oral comments at the public testimony portion of hearings in formal proceedings. They may also submit written comments to the Florida Public Service Commission, Division of the Commission Clerk and Administrative Services, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. Those comments will be considered by the Commission in making its final decision.

Intervenors

Intervenors in rate case proceedings may file testimony, cross-examine witnesses, and be cross-examined themselves. Because formal participation is more demanding and technical in nature, that level of involvement is normally used by organizations with resources to hire attorneys, or by individuals who are very familiar with utility matters. Intervenor status must be approved by the Commission. Instructions on how to petition to become an intervenor are available from the PSC's Office of the General Counsel, (850) 413-6248. The Office of Public Counsel is authorized by law to represent consumers in proceedings before the PSC. Public Counsel Jack Shreve can be reached at (850) 488-9330. Procedural requirements for participation in formal Commission hearings are codified in Chapter 25-22, Florida Administrative Code.

Mailing List

The Division of the Commission Clerk and Administrative Services maintains mailing lists to keep interested persons informed of meetings, hearings, or other major steps in pending cases. Anyone wanting to be placed on the official docket mailing list of a particular utility case or on a general mailing list to receive notices of all hearings, workshops or meetings in a specific industry may contact the Commission Clerk at (850) 413-6770.

Toll-Free Numbers

The PSC has a toll-free consumer number, **1-800-342-3552** (TDD equipment is available), a toll-free fax number, **1-800-511-0809**, and an e-mail address, contact@psc.state.fl.us, that consumers can use to reach the PSC.

The Division of Consumer Affairs hours of operation are from 8 a.m. to 5 p.m., Monday through Friday, except state holidays. In 2002, consumer complaint analysts handled over 77,000 consumer contacts, resulting in more than \$2.6 million in total refunds and credits to customers.

Florida Public Service Commission

Bureau of
Consumer Outreach

2540 Shumard Oak Boulevard
Betty Easley Conference Center, Room 184
Tallahassee, Florida 32399-0850

The Public Service Commission's Bureau of Consumer Outreach provides a staff of information specialists who are available to answer questions from Florida consumers.

To reach a PSC consumer representative, please call the Bureau of Consumer Outreach during business hours at (850) 413-6100 or send a fax to 1-800-511-0809. See the PSC's Internet home page at www.floridapsc.com.