

Florida Public Service Commission

Consumer E-Newsletter

January 2006

CHAIRMAN



Lisa Polak Edgar

Commissioner Lisa Polak Edgar has been elected to serve as the Chairman of the Florida Public Service Commission for a two-year term beginning January 2006.

Chairman Edgar was appointed to the Commission by Gov. Jeb Bush for a four-year term that began January 2005.

Introducing Commissioners Matthew M. Carter II and Katrina J. Tew



Commissioner Matthew M. Carter II

Matthew Mark Carter II was appointed by Governor Jeb Bush to the Florida Public Service Commission for a four-year term beginning in January 2006.

Commissioner Carter holds a Bachelor of Science degree in Mass Communications from Florida State University where he also obtained his law degree. He is a member of the Florida Bar and pastor of Beulah Hill Missionary Baptist Church in Gretna, Florida.

A United States Army veteran, Commissioner Carter served in the Presidential Honor Guard in Washington, D.C. and the First Armored Division in Germany. Commissioner Carter established a public relations firm concentrating on political campaigns for over ten years. Afterward, he entered into the financial investment industry and worked as a financial consultant for Waddell & Reed, Florida Professional Services Group, and Merrill Lynch.

Commissioner Carter left Merrill Lynch to complete law school at FSU's College of Law. As an attorney, he specialized in business law. He has served as a communications consultant and senior manager for private industry and governmental agencies. He has also written the book, *The 90% Rule – How to Get Out of Debt and Prosper and Why It's Important*.

Commissioner Katrina J. Tew

Katrina J. Tew was appointed by Governor Jeb Bush to the Florida Public Service Commission for a four-year term beginning in January 2006.

Commissioner Tew holds both a Bachelor's degree in finance and a

What Does The Public Service Commission Do?

The Florida Public Service Commission oversees telephone service in Florida and also sets the rates utility companies may charge for natural gas and electricity. The PSC sets the price consumers pay for water in 36 Florida counties.

Need Discounted Phone Service?



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Lifeline Assistance
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Utility Problems?

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Solved**

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Master of Business Administration degree from Florida State University. She has extensive experience in regulatory policy issues involving energy, water, and telecommunications.

Most recently, Commissioner Tew served consecutive terms as Chief Advisor to two different Florida Public Service Commissioners: Commissioner Charles M. Davidson (2003-2005) and Commissioner Michael A. Palecki (2001-2003). In this role, she advised the Commissioners on technical regulatory matters, financial methodologies, and an array of public policy issues in the areas of energy, communications, and water and wastewater.

Prior to becoming a Chief Advisor, Ms. Tew managed the State Liaison Section of the Commission's Division of Policy Analysis & Intergovernmental Liaison. Here, she consulted with state and local government agencies on utility-related policy issues of common interest, such as "black water," reuse, universal service, and electric reliability.

PSC Rules on the Web

Have you ever wondered what the Public Service Commission's rules have to say about utility deposits? Or have you ever had a question about when a telephone company may interrupt your service for non-payment?

For answers to these and other questions about the rules governing utilities regulated by the PSC, check out the Rules of the Florida Public Service Commission, available on the Commission's home page at <http://www.floridapsc.com/rules/index.cfm>.

Consumer Education

The Florida Public Service Commission is aware of the importance of public involvement in decisions that affect utility companies and their customers, and has implemented several measures to include public input in its proceedings. Public involvement may include consumers' receipt of notices about PSC activities, appearances at public meetings, and formal participation in rate cases.

Because consumers are an integral part of the regulatory and competitive process, the PSC emphasizes consumer awareness and education.

The Commission uses the Internet to inform and educate Florida's consumers. The PSC's home page, located at www.floridapsc.com, is continually being improved to make the site more consumer-friendly and easier to navigate. Consumers visiting the home page will find a wealth of information about the industries the Commission regulates and about specific issues before the PSC. Press releases and electronic versions of many publications are among the items available on-line. In addition, consumers are able to file on-line complaints and inquiries about their utility service via the Web site.

The PSC has produced a number of brochures and flyers designed to help consumers become more knowledgeable about their rights and

options as users of utility services. Brochures are available, upon request, to consumers who contact the PSC. Brochures may also be downloaded from the Commission's Web site.

Watch Commission Events on Your Computer

Video and/or audio access to many Florida Public Service Commission conferences, meetings, or hearings is available through the Internet. Just go to the PSC's Web page at www.floridapsc.com and, under Calendar of Events, click on [Schedule of Audio/Video Events & Hearing Dates](#).

You can listen to live public events of the Florida Public Service Commission as they occur, or you can listen to archived records of previous events. You must have a computer with audio capability, a fast network connection, and Real Networks' RealPlayer plug-in installed on your computer. The RealPlayer plug-in can be downloaded from a link on the PSC Web page.