

Florida Public Service Commission

consumer E-Newsletter

January 2007

When to Call the Public Service Commission

Most Floridians know that the state has a public utilities commission without really understanding what the agency does. Sometimes the responsibilities of the Florida Public Service Commission (PSC) can be confusing.

To help consumers get action with their utility problems, the PSC has a guide explaining "[When to Call the Florida Public Service Commission.](#)" This quick reference may be found on the PSC Web site under Publications.

The guide tells which utilities are regulated by the PSC and gives contact information for questions about or problems with non-regulated utilities.

The PSC's professional staff helps consumers in solving various issues with their utility services. You can reach the PSC Consumer Assistance at 1-800-342-3552 or by e-mail at: contact@psc.state.fl.us.

PSC Expands Online Application for Link-Up Florida and Lifeline

Customers with 19 different telephone companies are now able to apply for the [Link-Up Florida and Lifeline](#) assistance programs electronically through the Florida Public Service Commission (PSC) Web site.

Link-Up Florida and Lifeline are designed to make basic telephone connection (hook-up) and service affordable to all residents of Florida. Link-Up Florida provides a 50% rebate in the telephone hook-up charge (up to \$30.00). Lifeline Assistance gives \$13.50 credit per month on local phone bills. Over a year's time, the savings amount to \$162.00. The Florida Public Service Commission is committed to making sure that eligible low income residents receive these discounts, but, in order to benefit, customers need to apply.

"Electronic enrollment makes the application process easier and faster for both eligible consumers and organizations assisting in the enrollment effort," said PSC Chairman Lisa Polak Edgar.

To access the application, customers should go to www.floridapsc.com and click on "Link-Up and Lifeline" on the right hand side of the page. Customers should then click on "Apply On-line" and follow the instructions to submit an application electronically. Applications are available in English, Spanish, and Creole. The PSC has implemented a secure Web site with data encryption for these records.

The following service providers are accepting electronic enrollments via the PSC Web site:

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| <ul style="list-style-type: none">• Alltel Wireless• American Dial Tone• BellSouth• Budget Phone, Inc.• Embarq• Frontier Communications• GT Com• ITS Telecommunications• Knology, Inc.• Midwestern Communications | <ul style="list-style-type: none">• NEFCOM• Nextel Partners• Nexus Communications• Smart City Telecom• Sprint PCS• TDS Telecom• Verizon• Vilaire Communications• Windstream |
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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?



Learn More About Lifeline Assistance & Link-Up Florida

Utility Problems? File An Online Complaint



Have Questions? Visit our FAQ's



Click [here](#) to subscribe to the Florida Public Service Commission's E-Newsletter

Natural Gas Conservation Program

The Florida Public Service Commission (PSC) has approved a plan by Peoples Gas System (Peoples) to extend and increase rebates to all of its customers. The move could result in its customers paying less to purchase new appliances and lead to an increase in its customers participating in conservation programs.

The utility intends to consolidate its conservation efforts into three areas:

- The Residential New Construction Program is designed to increase the overall energy efficiency in new homes through the installation of efficient gas appliances.
- The Residential Appliance Replacement Program encourages the replacement of residential appliances with energy-efficient natural gas appliances.
- The third program, the Residential Appliance Retention Program, pays cash incentives for installing natural gas water heaters, tankless water heating units, clothes dryers, and cooking appliances.

Peoples asked the PSC to approve the modifications so it could have one unified conservation program. The utility previously had varying programs for different regions as the result of Peoples acquiring West Florida Natural Gas in 1997.

Peoples Gas is the state's leading natural gas provider and is a unit of TECO Energy, based in Tampa, Florida. Peoples Gas serves more than 300,000 commercial, industrial, and residential customers.

Ten-Year Site Plans Show Need for Fuel Diversity and Transmission Planning

The Review of 2006 Ten-Year Site Plans for Florida's Electric Utilities (Review) approved by the Public Service Commission (PSC) identifies the need for greater fuel diversity and additional coordinated transmission planning.

The Ten-Year Site Plans, submitted annually by eleven utilities and reviewed by PSC staff, indicate that the state's utilities plan to construct about twice as much new gas-fired capacity as solid fuel capacity by 2015. In the Review, PSC staff recommended steps toward wider fuel diversity including encouraging renewable generation and increased demand-side management. Construction of additional solid fuel plants like clean coal and nuclear are also encouraged to achieve a more balanced fuel supply.

PSC Chairman Lisa Polak Edgar said, "When utilities use a balanced variety of fuels to generate electricity, customers are protected from significant price fluctuations, and fuel-related power disruptions are less likely."

The Review also recognizes the need for coordinated transmission planning to ensure reliable distribution of electricity throughout the

Florida peninsula. The Florida Reliability Coordinating Council monitors compliance to national standards and performs regular assessments of the strength and stability of the transmission system under a variety of conditions, including weather extremes.

The 2006 Review is available on the PSC website at:
<http://www.floridapsc.com/publications/pdf/electricgas/tysp2006.pdf>

Commission Approves Green Power Program for FPL

The Florida Public Service Commission approved a Florida Power and Light (FPL) Green Power Program (GPP) aimed at encouraging the development of renewable resources. The Commission approved the GPP as part of FPL's demand-side management program (DSM).

FPL's GPP provides a mechanism for interested customers to voluntarily encourage renewable development through the use of Tradable Renewable Energy Credits (TRECs). Each participating customer pays \$9.75 per month in addition to the customer charges under the Residential Service rate schedule. In return for each \$9.75 customer contribution, FPL will purchase TRECs, associated with 1,000 kWh of renewable energy.

Beginning in April 2007, residential customers will have the option of purchasing extra 1,000 kWh blocks and paying an additional \$9.75 per block. FPL has committed to the development or purchase of 150 kW of solar capacity within Florida for every 10,000 participating residential customers.

The original program was approved as a pilot in 2004. At the end of June 2006, the pilot program had approximately 25,286 residential participants. The pilot, which was set to expire on December 31, 2006, will be converted to a permanent program. As part of its current DSM program, FPL determined that its business customers also desired a program that balanced their personal environmental beliefs with their business needs. Based on these findings, the offering has also been extended to commercial customers.
