

# Florida Public Service Commission

## Consumer E-Newsletter

March 2008



**Chairman  
Matthew M. Carter II**

### Chairman Matthew M. Carter II

Commissioner Matthew M. Carter II has been elected by his fellow commissioners to serve as Chairman of the Florida Public Service Commission (PSC) for 2008 and 2009.

Chairman Carter was appointed by Governor Jeb Bush to serve a four-year term on the PSC beginning in January 2006. He serves on the National Association of Regulatory Utility Commissioners (NARUC) Committees on Water, Critical Infrastructure, and International Relations. Chairman Carter is also active in NARUC activities designed to improve regulated companies' minority business procurement practices.

He sought appointment to the Committee on Water in particular because he recognizes the stress that Florida's rapid population growth is placing on existing water resources. Water and wastewater utility regulation will have an important role in the development of future conservation efforts and water supply alternatives in Florida, as well as the public health and economic vitality of the State.

A veteran of the United States Army, Chairman Carter is a graduate of Florida State University and Florida State University College of Law. He holds a master's degree in Theological Science from Smith Chapel Bible University and recently completed coursework for the doctor of ministry degree. He is currently pastor of Beulah Hill Missionary Baptist Church in Gretna, Florida. The Chairman is married and has two children.

### When To Call The Florida Public Service Commission

The PSC helps Florida utility customers receive safe, reliable service at reasonable rates. Sometimes the responsibilities of the PSC can be confusing. To help customers resolve their utility problems, the PSC has produced a guide, ["When to Call the Florida Public Service Commission"](#).

The guide explains which electric, natural gas, telephone, and water and wastewater companies the PSC regulates. It also explains which services provided by the utilities fall under the PSC's jurisdiction, and whom to contact for utility billing or service problems which are not under the PSC's jurisdiction.

If a customer feels that a utility is not charging the correct rate or is providing service that does not meet minimum standards, the PSC has a procedure for filing a customer complaint. Customers who wish to file a complaint regarding a regulated utility have several options:

- By telephone at **1-800-342-3552**
- Online at [www.floridapsc.com/consumers/complaints/](http://www.floridapsc.com/consumers/complaints/)
- By E-mail at [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)
- By mail at:

**Florida Public Service Commission  
Division of Regulatory Compliance and Consumer Assistance  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850**

#### Need Discounted Phone Service?




Learn More About  
Lifeline Assistance  
& Link-Up Florida

#### Utility Problems? File An Online Complaint

**Problem  
Solved**

#### Brochures Reports and Maps

**Have  
Questions?**   
Visit our FAQ's

## The Florida Discount Drug Program

The Florida Discount Drug Card is designed to lower prescription costs for Florida residents who are:

- Age 60 and older and without prescription drug coverage or who fall into the Medicare Prescription Drug Coverage gap, OR
- Under age 60, without prescription drug coverage, and with an annual family income less than [300% of the Federal Poverty Level](#). Qualifying incomes include those below the following:
  - \$30,636 (for an individual)
  - \$41,076 (for a family of two)
  - \$61,956 (for a family of four)
  - [Click here](#) for income limits for larger families.

The Florida Discount Drug Card can give eligible participants a discount on virtually all drugs. A list of drug pricing through the program is available at [Drug Pricing](#). A list of participating pharmacies is available at [Pharmacy Locator](#).

Enroll online at [www.floridadiscountdrugcard.com/enrollment.aspx](http://www.floridadiscountdrugcard.com/enrollment.aspx) or by telephone at 1-866-341-8894. TTY users may call: 1-866-763-9630.

Click below to learn more about the Florida Discount Drug Card Program.

[Florida Discount Drug Card Program Fact Sheet](#)



## National Do Not Call Registry

Has your evening or weekend been disrupted by a call from a telemarketer? If so, you are not alone. If you prefer not to receive calls from telemarketers, you may register your residential telephone numbers, including wireless numbers, on the Federal Trade Commission's national Do Not Call registry.

Consumers can register online at [www.donotcall.gov](http://www.donotcall.gov). You may register by telephone at 1-888-382-1222. TTY users may call 1-866-290-4236. The call must be made from the telephone number you wish to register. Registration is free of charge.

The Do Not Call registry does not prevent all unwanted calls, including:

- Calls from organizations with which you have established a business relationship
- Calls for which you have given prior written permission
- Calls which are not commercial or do not include unsolicited advertisements
- Calls by, or on behalf of, tax-exempt, non-profit organizations

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### Quick tips for saving money on your electric bill:

- Replace incandescent light bulbs with compact fluorescent bulbs, especially for lights that are on for three or more hours each day.
- Lower the water heater thermostat to 120°.
- Replace the furnace and air conditioning filters regularly.
- In winter, turn the house thermostat to 55° at night; in summer, to 78°.
- Add ceiling or attic insulation to R-38.
- Find air leaks! Caulk and weather strip around windows, doors, and other openings.
- Use the recommended temperatures for your refrigerator (37-40°) and freezer (0-5°).
- Don't lose heat up the chimney: close the fireplace damper.
- Follow the golden rule: if you're not using it, turn it off.