

Florida Public Service Commission

Consumer E-Newsletter

October 2008

Governor Appoints Lisa Polak Edgar to Second Term



Governor Charlie Crist appointed Lisa Polak Edgar to the Florida Public Service Commission (PSC) for a second term. The appointment, subject to confirmation by the Florida Senate, is for a four-year term beginning January 2, 2009. Commissioner Edgar was first appointed to the PSC in 2005 and served as Chairman in 2006 and 2007.

"Lisa has served our state well, and I am pleased she will continue to advocate on behalf of the people," said Governor Crist.

Commissioner Edgar, a member of the Florida Bar, received her undergraduate degree in political science/English from Florida State University in 1985 and her Juris Doctor from Florida State University College of Law in 1988. Prior to joining the PSC, Commissioner Edgar served as Deputy Secretary for the Florida Department of Environmental Protection.

She is a member of the National Association of Regulatory Utility Commissioners' Board of Directors and the Telecommunications Committee. She also serves on the Federal Communications Commission's Universal Service Joint Board and the U.S. Department of Transportation's Technical Pipeline Safety Standards Committee.

"It has been an honor to serve the people of Florida on the Public Service Commission, and I am grateful to Governor Crist for the opportunity to continue serving," said Commissioner Edgar.

Lifeline Awareness Week 2008



Stay Connected was the theme of the 2008 Lifeline Awareness Week held September 8-13. Chairman Matthew M. Carter II kicked the week off in Tallahassee at the Springfield Community Center.

With assistance from the [Office of Public Counsel](#) and a letter of support from Governor Crist, PSC staff members traveled to nine events throughout the state to promote the Link-Up Florida and Lifeline Assistance programs.

Link-Up Florida provides low-income families a discount of up to \$30 on telephone connection fees, while Lifeline Assistance helps save up to \$13.50 per month on local telephone bills. Those savings could provide a much-needed boost for residents already trying to manage a tight budget.

PSC staff members met with customers in Tallahassee, St. Petersburg, Orlando, West Palm Beach, Palm Harbor, Jacksonville, West Park, and wrapped up the week in Macclenny.

For more information on Link-Up Florida and Lifeline Assistance, including eligibility, telephone companies offering program benefits, and an online application form, visit the PSC's Web site at <http://www.floridapsc.com>.

Need Discounted Phone Service?

Learn More About
Link-Up Florida &
Lifeline Assistance



Utility Problems?

File An Online Complaint

**Problem
Solved**

Brochures
Reports
and Maps



**Have
Questions?**

Visit our FAQ's





Your Rights and Responsibilities

The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. The PSC exercises regulatory authority over utilities in the areas of rate base/economic regulation; competitive market oversight; and monitoring of safety, reliability, and service.

Customers of regulated utilities in Florida have rights to ensure their interactions with utility companies are fair and equitable. Utilities have to honor these rights. You, the customer, have the responsibility to know your rights and your utility's service requirements.

To help you understand your rights and responsibilities, the PSC has produced three brochures:

- [Bill of Rights for Electric and Gas Service](#)
- [Your Rights and Responsibilities as a Telecommunications Customer in Florida](#)
- [Your Water and Wastewater Service](#)

All PSC brochures are available on our Web site at:

<http://www.floridapsc.com/publications/consumer/brochures.aspx>



Florida Public Service Commission Urges Caution When Using Prepaid Telephone Cards

Florida's Public Service Commission urges customers to be cautious when purchasing and using prepaid calling cards.

Prepaid phone cards are popular because they are easy to use, especially for consumers making international calls. While the cards are convenient, they don't always work as advertised. Common problems with the cards include inaccurate delivery of advertised calling minutes, access numbers that don't work, or card issuers are no longer in business, making the cards useless.

"With the popularity of the prepaid cards in South Florida, we want to equip residents to make smart card purchases. Very low rates, particularly for international calls, may be a warning sign that the card won't deliver the number of advertised minutes," said PSC Chairman Matthew M. Carter II.

Although the PSC does not regulate international calling cards, its [Prepaid Phone Card brochure](#), in English and Spanish, offers the following consumer tips:

- Look for a toll-free customer service number; otherwise, you may not be able to contact the company if you have a problem.
- Check the card's expiration date.
- Check if any additional connection fees are charged for each call.
- Check if international calls cost more.

For additional tips on using prepaid phone cards, brochures in English and Spanish are available on the PSC's Web site at www.floridapsc.com. Consumers can also call the PSC's consumer line at 800-342-3552 (Spanish-speaking agents available).

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Bookmark these valuable Web sites for hurricane information:



[National Hurricane Center](#)



[State Emergency Response Team](#)



[Federal Emergency Management Agency](#)



[American Red Cross](#)

Electric Utilities Storm Information:

[Florida Power & Light Co.](#)
[Florida Public Utilities](#)
[Gulf Power](#)
[Progress Energy](#)
[Tampa Electric Company](#)