



## When to Call The Florida Public Service Commission

Many Floridians know the state has a public utility commission, but they may not understand what it does. Specific responsibilities of the Florida Public Service Commission (PSC) are sometimes confusing to the general public. The PSC has a professional staff who can assist consumers in resolution of particular concerns with their utility service. The PSC Consumer Assistance number is 1-800-342-3552. Consumer assistance can also be obtained via E-mail at: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us) or through the PSC Web site at [www.floridapsc.com](http://www.floridapsc.com). To help consumers receive responsive action to their concerns, here is a basic guide identifying when to contact the PSC for help on various utility service issues.

### Electric

#### What the PSC Regulates, Contact the PSC

- Investor-owned electric companies such as Florida Power & Light Company, Florida Public Utilities Co., Gulf Power Co., Progress Energy, and Tampa Electric Co.
- Rates and charges
- Meter and billing accuracy
- Electric lines up to the meter
- Reliability of the electric service
- New construction safety code compliance for transmission and distribution
- Territorial agreements and disputes
- Need for certain power plants and transmission lines

#### What the PSC Does Not Regulate

- Rates and all services of municipally-owned utilities<sup>3</sup> and Rural Electric Cooperatives except for safety oversight<sup>4</sup>
- Electrical wiring inside the customer's building
- Taxes on the electric bill<sup>5</sup>
- Physical placement of transmission and distribution lines<sup>3</sup>
- Damage claims
- Right of way<sup>3</sup>

### Natural Gas

#### What the PSC Regulates, Contact the PSC

- Investor-owned natural gas companies such as Chesapeake Utilities, City Gas Co., Florida Public Utilities, Indiantown Gas Co., Peoples Gas Co., St. Joe Natural Gas, and Sebring Gas Co.
- Basic service issues
- Rates and charges
- Meter and billing accuracy
- Pipeline safety issues including operations and construction
- Territorial agreements and disputes

#### What the PSC Does Not Regulate

- Municipally owned natural gas utilities except for safety oversight<sup>3</sup>
- Gas districts and authorities except for safety oversight
- Liquid Propane (LP) Gas
- Taxes on the natural gas bill<sup>5</sup>
- Damage claims
- Gas pipeline siting<sup>3</sup>
- House piping
- Gas appliances

# Water and Wastewater

## What the PSC Regulates, Contact the PSC

- ❑ Investor-owned water and wastewater companies in 36 counties<sup>6</sup>
- ❑ Rates and charges
- ❑ Meter and billing accuracy
- ❑ Certification and territory amendments
- ❑ Quality of service

## What the PSC Does Not Regulate

- ❑ Municipally owned and county-owned water and wastewater utilities<sup>3</sup>
- ❑ Water treatment companies
- ❑ Taxes on the water and wastewater bill<sup>5</sup>
- ❑ Damage claims
- ❑ Water clarity or pressure<sup>2</sup>
- ❑ Bulk sales of water or wastewater treatment
- ❑ Water lines beyond the point of connection

# Telecommunications

## What the PSC Regulates, Contact the PSC

- ❑ Ensure tariffed rates are charged for local telephone service and intrastate telephone calls
- ❑ Ensure that incumbent telephone company rate increases comply with the statutes
- ❑ Service quality and reliability of ILECs, CLECs, and pay telephone providers
- ❑ Network wiring up to and including the network interface device
- ❑ Telephone directory white page information such as poison control information
- ❑ Distribution of telephone directories
- ❑ Proper authorization of carrier change (slamming)
- ❑ Cramming
- ❑ Billing problems
- ❑ Relay service
- ❑ Pay telephone 0+ rate cap
- ❑ Pay per call disclosure
- ❑ Call aggregator (hotel) tent card information and access to services
- ❑ Shared tenant provider issues such as a tenant requesting to be served directly by the LEC
- ❑ Prepaid phone cards
- ❑ Number Portability

## What the PSC Does Not Regulate

- ❑ Wireless (cellular) telephone service<sup>1</sup>
- ❑ Cable/Satellite television<sup>1</sup>
- ❑ Interstate or international telephone service<sup>1</sup>
- ❑ Voice Over Internet Protocol (VOIP)
- ❑ Telephone wires on the customer's side of the interface box
- ❑ Rates for inside wire maintenance contracts
- ❑ Authorization of taxes on telephone bills<sup>5</sup>
- ❑ Charges for pay-per-call (900 number) calls
- ❑ Yellow Pages<sup>®</sup> advertising
- ❑ Internet service
- ❑ Pay telephone rates for local calls
- ❑ Solicitation calls<sup>7</sup>
- ❑ Harassing, threatening, or obscene calls<sup>8</sup>
- ❑ Damage claims
- ❑ DSL deployment

### Acronyms used in this Telecommunications Section:

CLEC	Competitive Local Exchange Company
ILEC	Incumbent Local Exchange Company
LEC	Local Exchange Company

- 1. Federal Communications Commission**  
Consumer & Governmental Affairs Bureau  
Consumer Complaints  
445 12<sup>th</sup> Street, SW  
Washington, D.C. 20554  
[fccinfo@fcc.gov](mailto:fccinfo@fcc.gov)  
[www.fcc.gov](http://www.fcc.gov)  
Toll Free: 1-888-CALL-FCC (1-888-225-5322) voice,  
1-888-TELL-FCC (1-888-835-5322) TTY.  
Consumer and Mediation Specialists are available Monday  
through Friday, 8 a.m. to 5:30 p.m. ET
- 2. Department of Environmental Protection**  
Citizen Services  
3900 Commonwealth Boulevard M.S. 49z  
Tallahassee, Florida 32399  
850-245-2118 (phone); 850-245-2128 (fax)  
<http://www.dep.state.fl.us>

- 3. Contact your city or county commission to learn if it has jurisdiction.**
- 4. Contact the Member Relations Manager or the Board of Directors of the Cooperative.**
- 5. Contact the governmental entity that levied the tax.**
- 6. To determine if you live in a jurisdictional county, check [www.floridapsc.com](http://www.floridapsc.com) or call 1-800-342-3552.**
- 7. Florida Department of Agriculture and Consumer Services**  
2005 Apalachee Parkway  
Tallahassee, FL 32399-6500  
1-800-435-7352  
[www.800helpfla.com](http://www.800helpfla.com)
- 8. Contact your local law enforcement agency.**

Please note inquiries on services not regulated by the PSC and not footnoted should be initially forwarded to the service provider.