



## When to Call The Florida Public Service Commission

The Florida Public Service Commission (PSC) regulates the electric, natural gas, water and wastewater, and telecommunications industries in the state. This guide gives specific information about the PSC's responsibilities so that consumers can get help with their utility issues. Contact information is also listed for consumers having problems with non-regulated utilities. For help with solving regulated utility issues, consumers can reach PSC Consumer Assistance at **1-800-342-3552**, by 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).

## 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 adequacy of services provided by municipally owned and rural cooperative electric utilities, 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>
- Physical placement or relocation of utility poles<sup>9</sup>

## Natural Gas

### What the PSC Regulates, Contact the PSC

- Investor-owned natural gas companies such as Florida City Gas, Florida Division of Chesapeake Utilities Corporation, Florida Public Utilities Company, Indiantown Gas Company, Peoples Gas System, Sebring Gas System, Inc., and St. Joe Natural Gas Company
- 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 published schedule rates are charged for local telephone service and intrastate telephone calls
- ❑ Ensure that incumbent telephone company rate increases comply with the Florida Statutes
- ❑ Service quality and reliability of incumbant local exchange companies' (ILECs) and competitive local exchange companies' (CLECs) basic service
- ❑ Service quality and reliability of pay telephone providers
- ❑ Network wiring up to and including the network interface device for basic service
- ❑ 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 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 local exchange company (LEC)
- ❑ Prepaid phone cards
- ❑ Number portability
- ❑ Service complaints for basic service only

## 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/broadband deployment
- ❑ Service complaints for non-basic services or service bundled with other services such as video or broadband
- ❑ Service quality for non-basic services or service bundled with other services such as video or broadband
- ❑ Rate caps for pay telephone and call aggregator (hotel) locations

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 Mon-  
day through Friday, 8:00 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 who has  
jurisdiction.*

4. *The PSC reviews the rate structure these utilities use to  
collect their costs, but has no jurisdiction over what costs  
are included in rates. Safety jurisdiction is limited to new  
construction and compliance with the National Electrical  
Safety Code. Contact the city utilities office 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.*

9. *The PSC has the authority to require electric utilities to  
comply with safety and reliability regulations. Private  
electric utilities have the power of eminent domain to take  
property for just compensation to construct their facilities.  
Recourse for loss of property value as a result of the  
placement of electric facilities resides with the courts.*

*Inquiries on services not regulated by the PSC and not footnoted should be initially forwarded to the service provider.*