

**F L O R I D A**

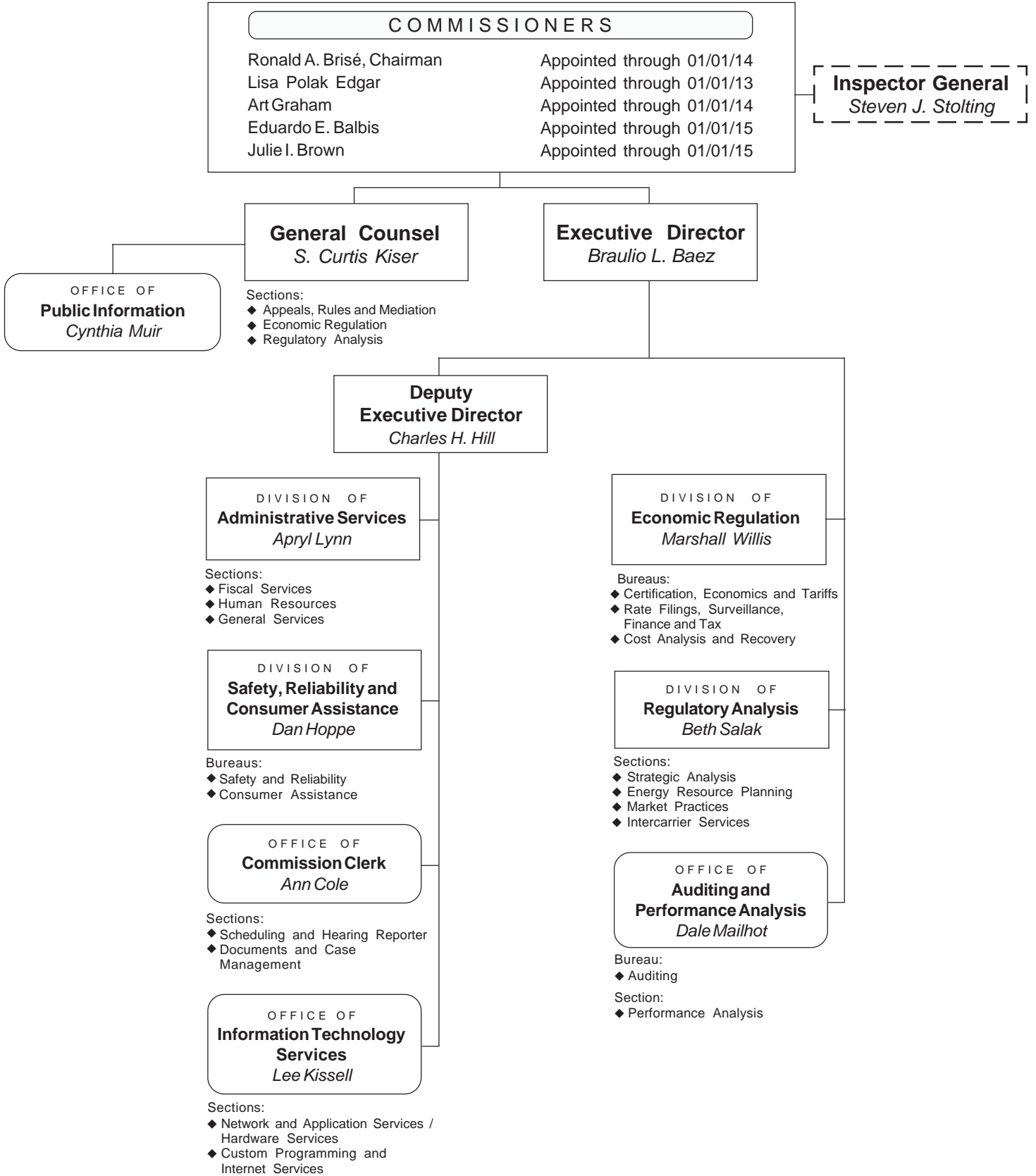
**RSC**

**Inside the 2012**

# Table of Contents

PSC Organizational Chart .....	1
PSC Commissioners' Biographies .....	2
PSC General Information .....	4
PSC Mission Statement / Composition of the PSC / Maintaining the Balance .....	6
Calendar of Historical Events Related to the PSC .....	7
Commission Responsibilities .....	8
How Rates Are Set .....	9
Public Involvement at the PSC .....	10
Does the PSC Have Public Meetings? .....	12
How Do I Participate in Public Service Commission Cases? .....	13

# PSC Organizational Chart



# PSC Commissioners



COMMISSIONER  
Eduardo E. Balbis



COMMISSIONER  
Lisa Polak Edgar



CHAIRMAN  
Ronald A. Brisé



COMMISSIONER  
Art Graham



COMMISSIONER  
Julie I. Brown

**Ronald A. Brisé** was appointed to the Florida Public Service Commission by Governor Charlie Crist in July 2010 and was reappointed by Governor Rick Scott for a term through January 2014. In December 2011, he was elected to Chair the Commission through January 1, 2014. ♦ Chairman Brisé is a member of the National Association of Regulatory Utility Commissioners (NARUC) and serves on the Committee on Telecommunications, the Committee on International Relations, and the Subcommittee on Utility Market Access. Chairman Brisé also serves on the Federal Communications Commission's Intergovernmental Advisory Committee. Before this appointment, he served the citizens of North East Miami-Dade (District 108) in the Florida House of Representatives for four years. ♦ As a Representative, Chairman Brisé was named Democratic Whip from 2006 to 2008 and served as Vice Chairman of the Florida Conference of Black State Legislators. He served on the Education & Economic Development Appropriations, General Government & Health Care Appropriations, and Select Strategic & Economic Planning Councils, was the Ranking Member on the State & Community Colleges and Workforce Appropriation Committee and served on the State Universities & Private Colleges Policy Committee. He also served on the Transportation & Economic Development Appropriations and the Energy & Utilities Policy Committees. Most notably as a legislator, Chairman Brisé sponsored successful legislation to expand broadband deployment throughout the State of Florida making it possible for underserved areas to have access to broadband technology. He was also successful in passing legislation to provide relief from garnishment to heads of families by increasing the amount of retainable earnings before garnishment. ♦ Recently, Chairman Brisé was the Chief Executive Officer of Strategic Partner Consulting, LLC, which provides leadership and development strategies for corporate clients. Until 2008, Chairman Brisé was also the Chief Operating Officer for IPIP Corporation, a VoIP telecommunications carrier. Prior to this, he was the Science Department Chairperson at Miami Union Academy from 2000 to 2005 and was also the Academy's Director of Development, Marketing, and Recruitment from 2003 to 2005. ♦ Chairman Brisé served as a member of the North Miami Planning Commission and is a past president of the Albert C. Pierre Community Center. He is a member of the NAACP and a member on the boards of the Haitian-American Scholarship Fund and Miami Union Academy. ♦ Chairman Brisé received a bachelor's degree in biology education from Oakwood University in Huntsville, Alabama and received MBA degrees in management and marketing from American Intercontinental University in Illinois. He and his wife, JoAn, have a son and a daughter, Ronald Brisé II and Elizabeth Christiane Brisé, and together are faithful members of Tabernacle Seventh-day Adventist Church.

**Lisa Polak Edgar** was appointed to the Florida Public Service Commission (PSC) by Governor Jeb Bush for a four-year term beginning January 2005. From January 2006 to January 2008, she served as Chairman and participated as a member of the Florida Energy Commission and the Governor's Action Team on Energy and Climate Change. Governor Charlie Crist reappointed Commissioner Edgar to a second four-year term, January 2009 through December 2012. ♦ During her first term, Commissioner Edgar worked to develop policies to strengthen the state's electric infrastructure to better prepare for, and withstand, storm events; to establish net metering and interconnection rules that encourage customer participation and renewable energy development; to further the diversification of Florida's fuel supply; to effectively reform the collection and distribution of universal service funds; and to broaden stakeholder participation. ♦ Commissioner Edgar served on the Federal Communications Commission Universal Service Joint Board from 2005 through 2009 working for efficient, accountable and fiscally responsible use of universal service funds. She is currently a member of the National Association of Regulatory Utility Commissioners Board of Directors, as well as the Committees on Electricity and Consumer Affairs. ♦ Prior to joining the PSC, Commissioner Edgar served as Deputy Secretary for the Florida Department of Environmental Protection (DEP). Her responsibilities at DEP included executive management oversight of the agency's \$2.1 billion budget, fiscal and strategic planning, accountability measures, information technology, administrative services, Florida Geological Survey, and coordination between the state and federal government on environmental issues, including proposed and existing oil and gas drilling on the Outer Continental Shelf. Commissioner Edgar represented the State of Florida on the Minerals Management Service Outer Continental Shelf (OCS) Policy Committee from 1993-2004, and on the Subcommittees on Environmental Studies in OCS Areas under Moratoria and OCS Hard Minerals. ♦ Commissioner Edgar received her Bachelor of Science and Juris Doctorate degrees from Florida State University and is a member of the Florida Bar. She is a member of Leadership Florida and the Capital Tiger Bay Club, and serves on the Board of Directors of Sustainable Florida. ♦ Commissioner Edgar and her husband are members of Killearn United Methodist Church and are raising their two active children in Tallahassee.

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## PSC Commissioners *continued*

**Art Graham** was appointed to the Florida Public Service Commission by Governor Charlie Crist in July 2010 and was reappointed by Governor Rick Scott to serve a term through January 2014. From October 2010 through January 1, 2012, Commissioner Graham served as Commission Chairman and worked with his colleagues and industry representatives to find ways to hold down rates for Florida's consumers and businesses. ♦ Commissioner Graham is a member of the National Association of Regulatory Utility Commissioners (NARUC) and serves on the Committee on Water. Prior to his appointment, Commissioner Graham served on the Jacksonville City Council. Among his duties as Council Member, Commissioner Graham helped oversee the budget of JEA, a publicly owned electric, water, and wastewater utility, and chaired the Transportation, Energy, and Utilities Committee. He also served on the Jacksonville Beach City Council from 1998 to 2002. ♦ He is a past chair of the North Florida Transportation Planning Organization and vice president of the Northeast Florida Regional Planning Association. He was President of ART Environmental Consulting Services from 2005 to 2009 and was a recovery engineer with Georgia Pacific Pulp and Paper from 1995 to 2002. A sales engineer with Betz PaperChem from 1991 to 1995, Commissioner Graham was a regional sales manager from 1989 to 1991 for Goodyear Tire and Rubber, where he also held an application engineer position from 1988 to 1989. ♦ Commissioner Graham received a bachelor's degree in chemical engineering from the Georgia Institute of Technology in Atlanta. He is also a 2001 graduate of Leadership Jacksonville and a 2008 graduate of Leadership Florida.

**Commissioner Eduardo E. Balbis** was appointed by Governor Charlie Crist to the Florida Public Service Commission (PSC) and reappointed by Governor Rick Scott to serve a four-year term through January 1, 2015. Commissioner Balbis began serving on the PSC in November 2010, when Governor Crist appointed him to fill an unexpired term through January 1, 2011. ♦ A member of the National Association of Regulatory Utility Commissioners (NARUC), Commissioner Balbis serves on the Committees on Gas and on Critical Infrastructure. Prior to serving on the PSC, Commissioner Balbis was the Assistant City Administrator for the City of West Palm Beach, where he managed the Public Utilities, Public Works, and Engineering Departments, comprising more than 400 employees. He oversaw major upgrades to the City's Water Treatment Plant that significantly improved the City's drinking water quality, and he coordinated the planning efforts for long term improvements to the City's water treatment plant to bring important operational and capital savings. ♦ As Assistant City Administrator, Commissioner Balbis was also responsible for the management of Grassy Waters Preserve. This pristine, 20-square-mile wetland ecosystem serves as a habitat for many protected species, including the Everglades Snail Kite, and is the primary source of drinking water for the City of West Palm Beach and the Towns of Palm Beach and South Palm Beach. ♦ Commissioner Balbis previously served as Chairman of the Board of the East Central Regional Wastewater Reclamation Facility, which benefits more than 239,000 customers in Palm Beach County. As Chairman, he helped bring to fruition one of the largest conservation projects in Florida: a 27 million gallon-per-day water reuse project that provides treated wastewater in lieu of groundwater to cool a 3,750 MW power plant. ♦ Previously appointed by Governor Crist to the Treasure Coast Regional Planning Council, Commissioner Balbis worked with other council members on complex regional development issues and projects affecting Palm Beach, Martin, Indian River and St. Lucie Counties. His prior experience also includes working in the private sector for national engineering firms specializing in the design of large utility infrastructure projects. ♦ A lifelong Florida resident, Commissioner Balbis graduated from the University of Florida with a degree in Environmental Engineering and is a Licensed Professional Engineer. As a hobby, he enjoys officiating football and is a NCAA Division 1 football official with the Sun Belt Conference.

**Julie Imanuel Brown** was appointed to the Florida Public Service Commission by Governor Charlie Crist and reappointed by Governor Rick Scott for a four-year term beginning January 2, 2011. Prior to her appointment, she was Associate Legal Counsel of First American Corporation, a Fortune 500 company, where she handled a variety of legal issues in the Eastern, Midwest and Mid-Atlantic Regions, including corporate compliance with regulatory authorities. ♦ Previously an Assistant City Attorney for the City of Tampa, Commissioner Brown specialized in contract, regulatory and administrative law while acting as legal advisor to the City of Tampa for wastewater, stormwater, land development coordination, and other matters. Commissioner Brown also worked as a corporate attorney at Shumaker, Loop & Kendrick, LLP in Tampa, Florida, specializing in mergers and acquisitions and securities law. ♦ Commissioner Brown is a member of the National Association of Regulatory Utility Commissioners (NARUC) and serves on the Committee on Energy Resources and the Environment and the Subcommittee on Nuclear Issues – Waste Disposal. Her civic affiliations have included the City of Tampa's Architectural Review Commission, the Board of Directors for the Tampa Firefighters Museum, the Florida Bar's 13th Judicial Circuit Bar Grievance Committee, and acting as Vice Chair of the Hillsborough County Bar Association's Judicial Campaign Practices Committee. ♦ Commissioner Brown graduated magna cum laude with a Bachelor of Science from the University of Florida, where she was the recipient of the Outstanding Female Leader award, President of Florida Blue Key, inducted into the Hall of Fame, and received the Dean's Cup for the College of Journalism and Communications. She earned a Juris Doctorate from the University of Florida Levin College of Law and is a member of the Florida Bar. Her graduate education included study abroad at the University of Montpellier College of Law in France. ♦ Commissioner Brown and her husband have two children.

# Florida Public Service Commissioners

**Chairman Ronald A. Brisé**, (850) 413-6036  
(Term ends January 2014; first term began July 2010)

**Commissioner Lisa Polak Edgar**, (850) 413-6044  
(Term ends January 2013; first term began January 2005)

**Commissioner Art Graham**, (850) 413-6040  
(Term ends January 2014; first term began July 2010)

**Commissioner Eduardo E. Balbis**, (850) 413-6038  
(Term ends January 2015; first term began November 2010)

**Commissioner Julie I. Brown**, (850) 413-6042  
(Term ends January 2015; first term began January 2011)

## Executive Management

Executive Director  
**Braulio L. Baez**, (850) 413-6463

Deputy Executive Director  
**Charles H. Hill**, (850) 413-6055

## General Counsel

General Counsel  
**S. Curtis Kiser**, (850) 413-6199

## Inspector General

Inspector General  
**Steven J. Stolting**, (850) 413-6071

# Division Directors and Office Heads

Director, Division of Administrative Services  
**Apryl Lynn**, (850) 413-6330

Director, Division of Economic Regulation  
**Marshall Willis**, (850) 413-6900

Director, Division of Regulatory Analysis  
**Beth Salak**, (850) 413-6600

Director, Division of Safety, Reliability and  
Consumer Assistance  
**Dan Hoppe**, (850) 413-6480

Director, Office of Auditing and Performance Analysis  
**Dale Mailhot**, (850) 413-6800

Commission Clerk, Office of Commission Clerk  
**Ann Cole**, (850) 413-6770

Chief Information Officer, Office of Information  
Technology Services  
**Lee Kissell**, (850) 413-8989

## Media

Director, Office of Public Information  
**Cynthia Muir**, (850) 413-6482

## Consumer Assistance

Florida Public Service Commission  
Bureau of Consumer Assistance  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Local Consumer Assistance Line: 1-850-413-6100  
Toll Free Consumer Assistance Line: 1-800-342-3552  
Toll Free Fax: 1-800-511-0809

E-mail address: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)  
Internet Home Page: [www.floridapsc.com](http://www.floridapsc.com)

# PSC Mission Statement

To facilitate the efficient provision of safe and reliable utility services at fair prices.

## Composition of the PSC

The Public Service Commission consists of five members selected for their knowledge and experience in one or more fields substantially related to the duties and functions of the Commission. These fields include economics, accounting, engineering, finance, natural resource conservation, energy, public affairs, and law.

The Chairman is the chief administrative officer of the Commission, presiding at all hearings and conferences when present, setting Commission hearings, and performing those duties prescribed by law. The Chairman is elected by the Commission pursuant to law.

A Commissioner is appointed by the Governor and confirmed by the Senate. Commissioners serve terms of four years, as provided in Chapter 350, Florida Statutes. Prior to 1979, three Commissioners were elected in a statewide election. The 1978 Legislature changed the Commission to a five-member appointed board.

## Maintaining the Balance

The work of the Florida Public Service Commission is a balancing act. The Commission must balance the needs of a utility and its shareholders with the needs of consumers. Traditionally, the Commission achieved this goal by establishing exclusive utility service territories, regulating the rates and profits of a utility, and requiring the utility to provide service to all who requested it. For electric and water customers in the state, many of the Commission's traditional methods for achieving the balance continue today. Legislative action during the 1995 session to open up the local telephone market to increased competition, however, required the Commission to facilitate entry of new firms into the local telephone market, while at the same time ensuring that neither the new entrant nor the incumbent local exchange company is unfairly advantaged or disadvantaged. Section 364.01(4), F.S., calls for the Commission to exercise its jurisdiction to encourage and promote competition.

# Calendar of Historical Events Related to the PSC

1887	<b>Florida Railroad Commission</b> was established, Chapter 3746
1891	Repeal of Chapter 4068, abolishing the <b>Florida Railroad Commission</b>
1897	Enactment of Chapter 4700, re-establishing the <b>Florida Railroad Commission</b>
1911	Jurisdiction over telephone services added
1929	Jurisdiction over motor carrier transportation added
1947	Name changed to <b>Florida Railroad and Public Utilities Commission</b>
1951	Jurisdiction over investor-owned electric utilities added
1952	Jurisdiction over investor-owned natural gas utilities and safety only for municipally owned gas utilities added
1959	Jurisdiction over privately owned water and wastewater companies added
1963	Name changed to <b>Florida Public Utilities Commission</b>
1965	Name changed to <b>Florida Public Service Commission</b>
1972	Jurisdiction over airlines added
1974	Rate structure jurisdiction over municipal and rural cooperative electric utilities added
1978	The Commission lost jurisdiction over airlines due to deregulation
1979	Commission composition changed from three elected to five appointed Commissioners
1980	The Commission lost jurisdiction over motor carriers due to deregulation
1985	The Commission lost jurisdiction over railroads due to deregulation
1986	Safety jurisdiction over all electric utilities added
1992	Jurisdiction over intrastate natural gas pipelines added
1995	Legislature opened up local telecommunications market to increased competition

# Commission Responsibilities

The Florida Legislature adopted Florida Statutes 350 and 364-368 to establish the powers and responsibilities of the Florida Public Service Commission (PSC or Commission) as a regulator of public utilities under its jurisdiction. The Commission is committed to making sure that Florida's consumers receive some of their most essential services -- electric, natural gas, telephone, water, and wastewater -- in a safe, affordable, and reliable manner. In doing so, the PSC exercises regulatory authority over utilities in one or more of three key areas: rate base/economic regulation; competitive market oversight; and monitoring of safety, reliability, and service issues. Those areas are briefly described as follows:

- ◆ Rate base/economic regulation involves analyzing requested rate changes and conducting earnings surveillance to ensure that regulated utilities are not exceeding their authorized rates of return.
- ◆ Competitive market oversight entails facilitating the development of competitive markets and issues associated with them.
- ◆ Safety, reliability, and service monitoring ensures an uninterrupted supply of utility services to the general public, and confirms that such services are provided in a reasonable and timely manner with minimal risks.

In 2010, the PSC regulated 5 investor-owned electric companies, 7 investor-owned natural gas utilities, and 150 investor-owned water and/or wastewater utilities. The PSC also had competitive market oversight for more than 940 telecommunications companies in Florida.

The number of certificated telecommunications companies or registered interexchange companies as of December 2010, was as follows:

- ◆ 10 incumbent local exchange companies (ILECs)
- ◆ 297 competitive local exchange companies (CLECs)
- ◆ 481 interexchange companies (IXCs)
- ◆ 113 pay telephone service companies (PATs)
- ◆ 25 alternative access vendors (AAVs)
- ◆ 20 shared tenant service providers (STS)

While the PSC does not fully regulate publicly owned municipal or cooperative electric utilities, the Commission does have jurisdiction, with regard to rate structure, territorial boundaries, bulk power supply operations and planning, over 35 municipally owned electric systems and 18 rural electric cooperatives. The PSC has jurisdiction, with regard to territorial boundaries and safety, over 27 municipally owned natural gas utilities and also exercises safety authority over all electric and natural gas systems operating in the state.

# How Rates Are Set

Whenever a jurisdictional rate-base-regulated gas, electric, or water or wastewater company wants to change its rates, it must receive permission from the PSC. The PSC then investigates its request and sets new rate levels if the request is valid. The investigation is extensive with many PSC staff members helping the Commission assess the company's request. The Public Service Commission has the responsibility to set rates that are fair, just, and reasonable. It is also required to set rates to allow utility investors an opportunity to earn a reasonable return on their investment.

## Public Input

As part of its investigation in rate cases, the PSC often holds a customer hearing within the utility's service area so that the Commissioners can hear from the public. Customers may comment or ask questions on the proposed rates or make statements relating to the utility's operations. The Office of Public Counsel (OPC), who is appointed by the Florida Legislature, represents customers at rate case hearings.

## Technical Hearings

Following customer hearings, technical hearings similar to courtroom proceedings are held in which evidence is presented by expert witnesses in support of each viewpoint represented. Witnesses are cross-examined by the utility, intervenors, staff, and the OPC. This information is utilized by the Commission when it evaluates company requests.

## Commission Decision

The utility is required to justify all of its expenses for the operations of the utility. An expense that the Commission determines to be improper, imprudent, or unnecessary is disallowed and is excluded from the amount the utility is allowed to collect from customers.

The Commission also looks at the amount utility stockholders have invested in utility plant and other facilities and allows a reasonable return on the investment necessary to provide good service.

After all evidence is presented, the Commission reviews the record that has been developed and renders a decision. The decision it makes will determine the level of rates the company will be permitted to collect.

Rates are calculated to generate revenues that allow a company the opportunity to earn the amount needed for the approved expenses plus the authorized return. However, there is no guarantee that the authorized return will be achieved.

Once the final order is issued, the Commission's decision can be appealed to the state's appellate court system.

# Public Involvement at the PSC

The Public Service Commission is aware of the importance of public involvement in decisions that affect utility companies and their consumers. Public involvement may take several forms, from simply receiving news releases or other notices of PSC activities, to appearances at public meetings or formal participation in rate cases.

## General Information

General information about all PSC programs is available from the Florida Public Service Commission's Division of Safety, Reliability and Consumer Assistance at 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. You may also call 1-800-342-3552, or fax your questions and/or comments to 1-800-511-0809. In addition, you may contact the PSC via the following Internet E-mail address: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us). 24-hour on-line complaint forms are available at [www.floridapsc.com](http://www.floridapsc.com).

A variety of brochures on utility regulation, conservation, and PSC programs are available from our home page ([www.floridapsc.com](http://www.floridapsc.com)), or may be obtained by calling our consumer line at 1-800-342-3552.

## Consumer Brochures & Reports

- ◆ A Guide to Utility Assistance in Florida
- ◆ Bill of Rights for Electric and Gas Service  
(English & Spanish)
- ◆ Conservation House
- ◆ Conserve Your World (English, Spanish & Creole)
- ◆ Consumer Publications Available from the FPSC  
(English & Spanish)
- ◆ Electric Power Interruptions (Momentary Outages)
- ◆ FPSC Annual Report
- ◆ FPSC Facts & Figures (English & Spanish)
- ◆ Florida Be Prepared (English & Spanish)
- ◆ Get Wise and Conserve Florida!
- ◆ Hurricane House - Be Prepared
- ◆ If You Have Problems with Utility Service or Rates  
(English, Spanish & Creole)
- ◆ Inside the Florida PSC
- ◆ Link-Up Florida & Lifeline Assistance Programs  
(English, Spanish, Creole, English & Spanish large print, and Braille)
- ◆ Natural Gas Utility Regulation in Florida
- ◆ Reducing Electric Costs
- ◆ Price Index and Pass Through Rate Adjustments for  
Water and Wastewater Utilities
- ◆ Rate Case Procedures for Water and Wastewater Utilities
- ◆ Save Money On Your Water Bill Drop by Drop
- ◆ Utility Ratemaking in Florida
- ◆ When To Call the Florida Public Service Commission  
(English, Spanish & Creole)
- ◆ Where To Find Help in Florida (English & PDF on CD)
- ◆ Your Water and Wastewater Service (English & Spanish)
- ◆ Water & Wastewater Jurisdictional Counties Map
- ◆ Water Management in Florida

## Press Releases

Press releases are prepared on important PSC decisions and activities, as well as on relevant issues affecting Florida's consumers. Press releases can be accessed on the PSC's Web site Home Page, [www.floridapsc.com](http://www.floridapsc.com). The Office of Public Information can be reached at (850) 413-6482.

## Annual Report

The PSC publishes an annual report that provides an overview of its organizational structure and includes brief summaries of its divisions and their major areas of responsibility. The report describes the PSC's participation in developments resulting from the rapid changes in the state's utility industries and reflects the Commission's historical progression, as well as future issues to be addressed.

## Weekly Summary of Orders and New Dockets Opened Reports

Reports of the PSC's orders and a listing of new dockets opened are published weekly and are available on the Internet at [www.floridapsc.com](http://www.floridapsc.com). (Click on **Dockets & Filings** and then **Weekly Report of New Dockets and Summary of Orders**.) To subscribe to these reports by mail, contact the Office of Commission Clerk at (850) 413-6770.

## PSC Web Site

The Commission's Web site address is [www.floridapsc.com](http://www.floridapsc.com). PSC press releases, recently published brochures and reports, and other items of interest can be found on the Web site. In addition, the weekly summary of orders, report of new dockets opened, and current and previous agendas and recommendations are accessed on the home page. The PSC also provides audio and, in some cases, video access to its Commission Conference meetings and hearings.

# Does the PSC Have Public Meetings?

Yes. Public meetings called “Commission Conferences” are generally held on the first and third Tuesday of each month (with announced schedule changes when necessary) in the Betty Easley Conference Center’s Commission Hearing Room, 4075 Esplanade Way, in Tallahassee. They may take place at other times and in other places as necessary. Commission Conferences are noticed in the Florida Administrative Weekly approximately ten (10) days in advance of each conference. At these meetings, the Commission makes its decisions on docketed cases. The public may address the Commission on these cases if the case has not yet been to hearing. If the case has been to hearing, the public may observe, but may not address the Commission, because the evidentiary record has closed.

Other public meetings and workshops are held in Tallahassee and other locations as needed. Public notice is given for all public meetings. Staff members from major industry areas attend the public meetings and are available to answer questions or explain issues. The Commission calendar may be viewed on the PSC Web site home page.

## Copies of Agendas and Staff Recommendations

- (1) The agenda for meetings is prepared by the Commission in time to ensure that a copy may be received at least seven days before the meeting by any person in the state who has requested a copy and pays for it.
- (2) The agenda and staff recommendations are available on the Internet at [www.floridapsc.com](http://www.floridapsc.com). (Click on **Conferences and Meeting Agendas** and then **Commission Conferences of the FPSC**.)
- (3) Copies of staff recommendations for items on the agenda may also be obtained from the Office of Commission Clerk upon request and payment of the applicable copying fee. Parties to a proceeding are entitled to one copy of the staff recommendation filed in the proceeding at no cost.

# How Do I Participate in Public Service Commission Cases?

There are two ways to participate in the proceedings before the Commission, as an “interested person” or as a formal “intervenor.”

## Interested Persons

Interested persons may submit written or present oral comments at the public testimony portion of hearings in formal proceedings. They may also submit written comments to the Florida Public Service Commission, Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850.

## Intervenors


Intervenors in rate case proceedings may file testimony, cross-examine witnesses, and be cross-examined themselves. Because formal participation is more demanding and technical in nature, that level of involvement is normally used by organizations with resources to hire attorneys, or by individuals who are very familiar with utility matters. Intervenor status must be approved by the Commission. Instructions on how to petition to become an intervenor are available from the PSC’s Office of General Counsel, (850) 413-6248. In addition, the Office of Public Counsel (OPC) is authorized by law to represent consumers in proceedings before the PSC. The OPC can be reached at (850) 488-9330. See OPC's Internet home page at [www.floridaopc.gov](http://www.floridaopc.gov). Procedural requirements for participation in formal Commission hearings are codified in Chapter 25-22, Florida Administrative Code.

## Mailing List

The Office of Commission Clerk maintains mailing lists to keep interested persons informed of meetings, hearings, or other major steps in pending cases. Anyone wanting to be placed on the official docket mailing list of a particular utility case or on a general mailing list to receive notices of all hearings, workshops or meetings in a specific industry may contact the Commission Clerk at (850) 413-6770.

## Contact Information

The PSC has a toll-free consumer number, **1-800-342-3552**, a toll-free fax number, **1-800-511-0809**, and an E-mail address, *contact@psc.state.fl.us*, that consumers can use to reach the PSC. Hours of operation are from 8 a.m. to 5 p.m., Monday through Friday, except state holidays.



## Florida Public Service Commission

2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

The Public Service Commission provides a staff of specialists who are available to answer questions from Florida consumers.

To reach a PSC consumer representative, please call during business hours at (850) 413-6100, toll free at **1-800-342-3552**, or send a fax to 1-800-511-0809.

E-mail Address:

*contact@psc.state.fl.us*

Internet home page:

[www.floridapsc.com](http://www.floridapsc.com)

