### When to Call The Florida Public Service Commission

The Florida Public Service Commission (PSC) regulates the electric, natural gas, and water and wastewater industries in the state, along with certain telecommunications services. 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, or through the PSC Web site at www.FloridaPSC.com.

### What the PSC Regulates, Contact the PSC

<table>
<thead>
<tr>
<th>Electric</th>
<th>Natural Gas</th>
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</thead>
<tbody>
<tr>
<td>Investor-owned electric companies such as Florida Power &amp; Light Company, Florida Public Utilities Company, Gulf Power Company, Duke Energy Florida, and Tampa Electric Company.</td>
<td>Investor-owned natural gas companies such as Florida City Gas; Florida Division of Chesapeake Utilities Corporation; Florida Public Utilities Company (FPUC); FPUC Indiantown Division; FPUC Ft. Meade Division; Peoples Gas System; Sebring Gas System, Inc., and St. Joe Natural Gas Company, Inc.</td>
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<tr>
<td>Rates and charges</td>
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<tr>
<td>Meter and billing accuracy</td>
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<tr>
<td>Electric lines up to the meter</td>
<td>Electric lines up to the meter</td>
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<tr>
<td>Reliability of the electric service</td>
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<tr>
<td>New construction safety code compliance for transmission and distribution</td>
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<tr>
<td>Territorial agreements and disputes</td>
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<tr>
<td>Need for certain power plants and transmission lines</td>
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### What the PSC Does Not Regulate

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<th>Electric</th>
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<tr>
<td>Rates and adequacy of services provided by municipally owned and rural cooperative electric utilities, except for safety oversight.</td>
<td>Municipally owned natural gas utilities except for safety oversight</td>
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<tr>
<td>Electrical wiring inside the customer’s building</td>
<td>Gas districts and authorities except for safety oversight</td>
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<td>Taxes on the electric bill</td>
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<tr>
<td>Physical placement of transmission and distribution lines</td>
<td>Taxes on the natural gas bill</td>
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<tr>
<td>Damage claims</td>
<td>Damage claims</td>
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<tr>
<td>Right of way</td>
<td>Gas pipeline siting</td>
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<tr>
<td>Physical placement or relocation of utility poles</td>
<td>House piping</td>
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<td>Gas appliances</td>
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### Water and Wastewater

**What the PSC Regulates, Contact the PSC**
- Investor-owned water and wastewater companies in 38 counties
- Rates and charges
- Meter and billing accuracy
- Certification and territory amendments
- Quality of service
- Municipally owned and county-owned water and wastewater utilities
- Water treatment companies
- Taxes on the water and wastewater bill
- Damage claims
- Water clarity or pressure
- Bulk sales of water or wastewater treatment
- Water lines beyond the point of connection

**What the PSC Does Not Regulate**
- Water and wastewater companies in 38 counties
- Investor-owned water and wastewater companies in 38 counties
- Municipally owned and county-owned water and wastewater utilities
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### Telecommunications

**What the PSC Regulates, Contact the PSC**
- Service quality and reliability of pay telephone providers
- PSC can accept complaints related to Lifeline Assistance program and Telephone Relay Service
- Wireless (cellular) telephone service
- Interstate or international telephone services
- Telephone wires on the customer’s side of the interface box
- Rates for inside wire maintenance contracts
- Charges for pay-per-call (900 number) calls
- Solicitation calls
- Harassing, threatening, or obscene calls
- Damage claims
- DSL/broadband deployment
- Service complaints
- Service quality
- Rate caps for pay telephone and call aggregator (hotel) locations
- Rates and charges

**What the PSC Does Not Regulate**
- Reliability of pay telephone providers
- PSC can accept complaints related to Lifeline Assistance program and Telephone Relay Service
- Cable/Satellite television
- Voice over Internet Protocol (VoIP)
- Interstate or international telephone service
- Telephone wires on the customer’s side of the interface box
- Rates for inside wire maintenance contracts
- Authorization of taxes on telephone bills
- Charges for pay-per-call (900 number) calls
- Yellow Pages® advertising
- Internet service
- Pay telephone rates for local calls
- Solicitation calls
- Harassing, threatening, or obscene calls
- Damage claims
- DSL/broadband deployment
- Service complaints
- Service quality
- Rate caps for pay telephone and call aggregator (hotel) locations
- Rates and charges

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1. Federal Communications Commission Consumer & Governmental Affairs Bureau Consumer Complaints 445 12th Street, SW Washington, D.C. 20554 FCCinfo@fcc.gov www.fcc.gov Toll Free: 1-888-CALL-FCC (1-888-225-5322) voice, 1-888-TELL-FCC (1-888-836-5322) TTY. Consumer and Mediation Specialists are available Monday through Friday, 8:00 a.m. to 5:30 p.m. ET
2. Department of Environmental Protection Citizen Services 3900 Commonwealth Boulevard Tallahassee, Florida 32399 850-245-2118 (phone); 850-245-2128 (fax) http://www.dep.state.fl.us
3. Contact your local law enforcement agency.
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, click here or call 1-800-342-3552.
8. Contact your local government about authorized jurisdiction.
9. Inquiries on services not regulated by the PSC and not footnoted should be initially forwarded to the service provider.