090109-61

Diamond Williams

To:	Ellen Plendi	FPSC, CLK - CORRESPONDENCE
Cc:	Dorothy Menasco; Ann Cole	Administrative Forties Consumer
Subject:	EW: Email	DOCUMENT NO. 0280 3-09
Attachments:	FW: Please share this with PSC staff also; Re: solar plant project	Lack of state leadership KIIIS TECO's big



FW: Please Re: Lack of are this with PState leadership .

Thank you for this information. These attachments have been printed and will be placed in Docket Correspondence - Consumers and their Representatives, in Docket 090109-EI.

Thank you,

Diamond Williams Staff Assistant Office of Commission Clerk Florida Public Service Commission Email: diwillia@psc.state.fl.us Phone: 850-413-6094

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

-----Original Message-----From: Ellen Plendl Sent: Monday, June 07, 2010 10:07 AM To: Diamond Williams Cc: Ann Cole; Dorothy Menasco Subject: Email

See attached email and response to be placed in correspondence side of Docket No. 090109-EI.

Diamond Williams

From: Sent: To: Subject: Governor Charlie Crist [Charlie.Crist@eog.myflorida.com] Friday, June 04, 2010 12:51 PM Ellen Plendl FW: Please share this with PSC staff also...

From: Scott, Joni [mailto:Joni.Scott@dep.state.fl.us] Sent: Friday, June 04, 2010 12:43 PM To: Governor Charlie Crist Subject: Please share this with PSC staff also...

Thanks, Joni Scott DEP Public Services

The Department of Environmental Protection values your feedback as a customer. DEP Secretary Michael W. Sole is committed to continuously assessing and improving the level and quality of services provided to you. Please take a few minutes to comment on the quality of service you received. Simply click on this link to the DEP Customer Survey http://survey.dep.state.fl.us/?refemail=Joni.Scott@dep.state.fl.us/. Thank you in advance for completing the survey.

From: Governor Charlie Crist [mailto:Charlie.Crist@eog.myflorida.com] Sent: Thursday, June 03, 2010 10:17 AM To: Office of Citizens Services; Energy Subject: FW: Lack of state leadership kills TECO's big solar plant project

From: seffnerman@aol.com [mailto:seffnerman@aol.com] Sent: Thursday, June 03, 2010 10:00 AM To: Governor Charlie Crist Subject: Lack of state leadership kills TECO's big solar plant project

This is a crying shame. Instead of having a pure and clean energy source, let's keep drilling, digging and polluting. Sometimes you have to feel pain to get gain, but economic pain is completely unacceptable. This mind set is reason for so many bad decisions, like killing a solar power plant that would help jump start a much needed industry. What a bunch of short sighted morons running the show.

William Wilson

Lack of state leadership kills TECO's big solar plant project

By Robert Trigaux <http://www.tampabay.com/writers/robert-trigaux>, Times Business Columnist In Print: Thursday, June 3, 2010

[&]quot;I applaud TECO and Energy 5.0 on this exciting partnership that moves Florida closer to our goal of increasing

energy diversity and reducing greenhouse gas emissions."

Florida Gov. Charlie Crist, March 2009, on a joint deal to produce electricity from a proposed solar panel facility in Polk County.

It seemed a marriage made in renewable heaven.

In an energy deal cut last year that promised to inject larger-scale solar power into the Tampa Bay area for the first time, TECO Energy agreed to buy electricity from a proposed Polk County plant for the next 25 years. TECO's partner, Energy 5.0 of West Palm Beach, would build and run the plant, a 25-megawatt solar photovoltaic generating station.

Now the much-anticipated deal is dead, a significant blow to renewable energy in the, ahem, Sunshine State.

The solar deal fell victim to a void in state leadership. The Florida Legislature in 2009, and again in a 2010 session that at best can be called chaotic, failed to deliver on renewable energy legislation. The measure would have required (and, yes, subsidized) major electric utilities to diversify their sources of electricity by using such renewable energy sources as solar.

And where was Crist, who entered the governor's office so gung-ho over a broad alternative energy future? Solar and other renewable power somehow fell out of his vocabulary now that he is preoccupied with his independent run for the U.S. Senate.

Energy 5.0 CEO Bud Cherry says that lack of any energy policy in Florida killed the solar project.

"It is a loss for Florida and Floridians and sends a pretty negative message to the rest of the renewable community what you can expect in Florida," Cherry says.

TECO, Tampa Electric's parent, agrees and offers another reason: The project was dropped because of the recession and an economic climate in which customers were especially eager not to pay higher rates, says utility spokesman Rick Morera.

There's much more at stake here than losing one solar deal. A successful TECO-Energy 5.0 project would have yielded valuable solar experience and the chance to work on ways to reduce the cost of solar power as a source for electricity. It also could have helped jump-start a very modest solar industry in the state in an era of leaner energy choices.

As oil gushes out of control from the BP gulf oil spill, electric utilities find themselves squeezed in their choice of energy to generate electricity. If renewables lack state support, new coal plants are dead on arrival because of air-quality concerns. Oil is out. Even nuclear power, a comeback industry, suffers cost and safety setbacks.

That leaves essentially one source of fuel to handle the bulk of electricity-generation growth in Florida: natural gas. But relying on just one fuel, with its potential for volatile prices, is economically dangerous and just bad policy.

TECO and Energy 5.0 pitched their solar project multiple times to the Florida Public Service Commission.

The PSC at first approved the deal in December, then rejected it earlier this year. Why? The PSC claims it could not okay any deal that cost more than another conventional power plant.

Lobbying firm Gray Robinson also pushed the solar project, urging Tallahassee lawmakers to adopt an energy

policy to make the deal work.

Nothing happened.

"It looked like we were heading toward an unhappy ending," Cherry says. The two companies agreed to pull the plug on the deal, he says, "sooner than later."

For now, Energy 5.0 will pursue solar projects in other states, where energy policies are better defined.

Without clear rules to help electric utilities tap renewable sources for electricity, companies like TECO have no incentive to commit to what remains a more expensive source of generation.

If utilities do not expand into renewable energy sources to gain experience and efficiencies, we'll be in deeper trouble later when natural gas, coal or oil become prohibitively expensive.

Hello, state leadership: Anybody home?

Robert Trigaux can be reached at trigaux@sptimes.com.

Diamond Williams

From: Sent: To: Subject: Randy Roland Monday, June 07, 2010 10:05 AM 'seffnerman@aol.com' Re: Lack of state leadership kills TECO's big solar plant project

Mr. William Wilson seffnerman@aol.com

Dear Mr. Wilson:

The Governor's office forwarded a copy of your email regarding Tampa Electric Company (TECO) to the Florida Public Service Commission (PSC). The PSC regulates investor-owned electric, natural gas, and telecommunications utilities throughout Florida, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the PSC. You expressed concerns about the petition for approval of solar energy power purchase agreement between TECO and Energy 5.0, LLC.

TECO planned to purchase the net electrical output from Energy 5.0's Florida Solar I facility for 25 years, beginning on January 1, 2011. The facility would be a 25 megawatt (MW) solar photovoltaic array that could provide approximately 50,000 MW hours of energy annually. The PSC originally approved the agreement in January 2010; however, the PSC reconsidered and vacated its order on the decision in March 2010.

The agreement was scheduled to be reviewed at a full administrative hearing when TECO filed a Notice of Voluntary Dismissal with Prejudice. On June 1, 2010, the PSC approved TECO's voluntary dismissal of the petition for a solar energy power purchase agreement with Energy 5.0, LLC. This power purchase agreement cannot be reintroduced for PSC consideration as a result of the filing. The PSC's vote officially closed the PSC's docket on TECO's petition.

I will add your comments to the correspondence side of Docket No. 090109-EI.

If you have any questions, please contact Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Randy Roland Regulatory Program Administrator Division of Service, Safety & Consumer Assistance Florida Public Service Commission

090109

From: Ann Cole

Ann Cole

Monday, January 04, 2010 12:58 PM Sent:

To: Office of Commissioner Skop

Cc: Commissioners Advisors; Administrative Assistants - Commission Suite

Subject: RE: Alternative Energy - The Gulf Stream

Thanks, Cristina. This information will be placed in Docket Correspondence - Consumers and their Representatives, in Docket No. 090109-EI.

From: Office of Commissioner Skop Sent: Monday, January 04, 2010 10:21 AM To: Ann Cole Cc: Bill McNulty Subject: FW: Alternative Energy - The Gulf Stream

Administrative_Parties X Consumer DOCUMENT NO. 02803.09 DISTRIBUTION:

Ann,

Please place the e-mail below in Docket Correspondence - Consumers and their Representatives, in Docket No. 090109-EL

Thank you, Cristina

From: thundert@netzero.net [mailto:thundert@netzero.net] Sent: Saturday, December 19, 2009 12:15 PM To: Office of Commissioner Skop Subject: Alternative Energy - The Gulf Stream

I have been listening to a presentation by Rober Sheffel Wright of Energy 5.0. His dire view of the expense and land acquitistion costs of alt energy are not a problem for turbines that spin via the power of the Gulf Stream Current.

I wish you to hold in abeyance and major decisions on alt energy until companies skilled in ocean current energy have made serious presentations.

The Arcadia solar energy plant, that cost 150 million dollars and only serves 3000 customers, is an example of the fiascoes that result when ill informed policy makers jump the gun.

Kevin Wright

FPSC, CLK - CORRESPONDENCE

090109

Katie Ely

From: Katie Ely Sent: Monday, January 04, 2010 12:19 PM

To: Anna Williams

Cc: Dorothy Menasco

Subject: RE: Docket No. 090508

Ms. Williams,

I will remove this correspondence from Docket No. 090508-EI and place it in Dockets: 090001-EI and 090109-EI. I am sorry for this inconvenience, I was solely going by the Docket No. suggested to me when I recieved this correspondence.

Thank you for pointing this out and have a great day!

Katie Ely Staff Assistant - Office of Commission Clerk Florida Public Service Commission 850-413-6304

FPSC, CLK - CORRESPONDENCE Administrative Parties Consumer DOCUMENT NO. 12803.00 DISTRIBUTION:

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

From: Anna Williams Sent: Monday, January 04, 2010 12:10 PM To: Katie Ely Cc: Jennifer Brubaker; Lisa Bennett; Jenny Wu Subject: Docket No. 090508

Hi Katie,

I noticed that consumer correspondence was recently filed in Docket No. 090508-EI. This is Document No. 12271-09, which I've attached for your convenience. I am assigned to Docket Nos. 090508-EI, 090001-EI, and 090109-EI. I may be mistaken, but I believe this consumer correspondence belongs in Docket Nos. 090001-EI and 090109-EI, rather than 090508-EI.

The Agenda Conference to which this consumer is referring was where the Commission addressed TECO's petition for approval of its power purchase agreement with Energy 5.0 (Docket No. 090109-EI) and collection of such costs through the ECRC (090001-EI, or soon to be 100001-ED.

Please let me know if you disagree.

Thank you!

Anna R. Williams, Esq. Office of the General Counsel 2540 Shumard Oak Boulevard Tallahassee, FL 32399-0850 T: (850) 413-6076 F: (850) 413-6077

From:Katie ElySent:Wednesday, December 30, 2009 4:00 PMTo:Ruth McHargueSubject:FW: To CLK Docket 090508

Thank you for this information. This attachment has been printed and will be placed in Docket Correspondence - Consumers and their Representatives, in Docket 090508

Katie Ely Staff Assistant - Office of Commission Clerk Florida Public Service Commission 850-413-6304

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

1

-----Original Message-----From: Ruth McHargue Sent: Wednesday, December 30, 2009 2:52 PM To: Katie Ely Cc: Ann Cole; Dorothy Menasco Subject: FW: To CLK Docket 090508

Customer correspondence

-----Original Message-----From: Consumer Contact Sent: Wednesday, December 30, 2009 9:46 AM To: Ruth McHargue Subject: To CLK Docket 090508

Copy on file, see 914029C. DH

-----Original Message-----From: Webmaster Sent: Tuesday, December 29, 2009 11:24 AM To: Consumer Contact Subject: FW: My contact

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us] Sent: Monday, December 28, 2009 8:44 PM To: Webmaster Cc: rspre@knology.net Subject: My contact

Contact from a Web user

Contact Information: Name: Robert Prevatt Company: Primary Phone: 727-581-1682 Secondary Phone: 727-423-1221 Email: rspre@knology.net

Response requested? No CC Sent? Yes

Comments:

Recently I watched the Dec. 15, 2009 hearing on TV in which Tampa electric was asking for money from the consumers to pay for thier renewable energy project. All commissioners agreed that the project was good. However Nathan Skop explained that according to his experience in renewable electric he thought the cost to the consumers was to high and he was asking TECO to come back at a later time with a cost that would be more fair to the consumers. The other commissioners rejected this idea and voted to accept the project cost. Nathan Skop was the only commissioner opposed to it. My complaint is ... I thought it was very disrespectful that the other commissioners did not listen to one of the members on the board who had the education and experience with the costs evaluations for providing renewable energy. The commissioners had an opportunity to possibly get a better deal and save the consumers several million dollars.

090109

2471 223:22

Central Florida Development Council, Inc.

600 N. Broadway • Suite 300 • Bartow, FL USA 33830 • 863/534-4370 FAX 863/534-0886 • www.cfdc.org

August 21, 2009

Office of Governor Charlie Crist State of Florida The Capitol 400 South Monroe Street Tallahassee, FL 32399-0001

Dear Governor Crist,

The Central Florida Development Council, Inc. – a public/private partnership between the Polk County Board of County Commissioners and all of our cities and Chambers of Commerce – wanted to make you aware of our recent request to the Florida Public Service Commission. We are requesting favorable consideration of Tampa Electric Company's petition to purchase solar power supplied by Energy 5.0 LLC's proposed 25 megawatt solar PV electric generating station.

We look forward to working with the Florida Public Service Commission as we continue to expand our economic development opportunities in Polk County.

Sincere

David Touchton, CPA President

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Administrative	
DOCUMENT NO.	02803.09
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600 N. Broadway • Suite 300 • Bartow, FL USA 33830 • 863/534-4370 FAX 863/534-0886 • www.cfdc.org

August 21, 2009

Matthew M. Carter II, Chairman Florida Public Service Commission 2540 Shumard Oak Blvd. Tallahassee, FL 32399-0850

> Re: Tampa Electric Company Petition Requesting Approval To Purchase Solar Power Supplied by Energy 5.0 LLC

Dear Chairman Carter:

The Central Florida Development Council, Inc. – a public/private partnership between the Polk County Board of County Commissioners and all of our cities and Chambers of Commerce – requests that, as soon as possible, the Florida Public Service Commission approve Tampa Electric Company's petition for approval of long-term solar power purchases to be supplied by Energy 5.0's Florida Solar I facility, a proposed 25 megawatt solar PV electric generating station.

There are numerous reasons why we support the prompt and favorable consideration of this important project which will be for a 25-year period beginning 2011:

- A recently completed SRI International industry cluster analysis cited alternative energy projects as integral to Polk County's current and future economic development efforts;
- Polk County's education partners at all levels support the electric power industry. K-12 students may take advantage of our Public School System's Career Academy for Electric Power Generation; training for power plant operators is available at Polk State College's (PSC) Corporate College and high end research for electric power utilities will be accomplished at the University of South Florida Polytechnic in Lakeland and at PSC's Advanced Global Technology Center in Bartow;
- Polk County has an abundance of low cost, former phosphate-mined lands which make solar facilities economically viable and which will lead to the creation of high paying jobs in remote communities;
- We are known as a community which supports electric power generation facilities, especially those that bring new technologies to the marketplace and which broaden the job skills of our citizens;
- The project will promote the State of Florida's strong public policy favoring renewable energy and Florida energy independence as formulated by the Governor, Legislature and the Public Service Commission;
- The contract was arrived at through a competitive process undertaken voluntarily by Tampa Electric;
- The project offers substantial benefits to Tampa Electric's customers, Polk County and the State of Florida;

- Tampa Electric submitted the contract to the PSC on March 9th; consideration of the project has been postponed several times and is now scheduled for PSC consideration on October 27th which would lead to a final binding order no earlier than December 10th; and
- Timely consideration and approval by your agency is essential to realizing the benefits of the project.

We thank you in advance for your positive consideration of our request and appreciate the work you and your team accomplish to benefit the community and economic development of our great State.

Sincere

David Touchton, CPA President

CC: Governor Charlie Crsit Senator J. D. Alexander Senator Paula Dockery Representative Baxter Troutman Representative Seth McKeel ж ^с н

COMMISSIONERS: MATTHEW M. CARTER II, CHAIRMAN LISA POLAK EDGAR KATRINA J. MCMURRIAN NANCY ARGENZIANO NATHAN A. SKOP

STATE OF FLORIDA



DIVISION OF SERVICE, SAFETY & CONSUMER ASSISTANCE DANIEL M. HOPPE, DIRECTOR (850) 413-6480

Public Service Commission

September 17, 2009

Mr. David Touchton Central Florida Development Council, Inc. 600 North Broadway, Suite 300 Bartow, FL 33830

RE: PSC Inquiry 888302C

Dear Mr. Touchton:

The Governor's office forwarded a copy of your correspondence regarding Tampa Electric Company to the Florida Public Service Commission (PSC). The PSC regulates investor-owned electric, natural gas, and telecommunications utilities throughout Florida, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the PSC.

You expressed your position about the petition for approval of solar energy power purchase agreement between Tampa Electric Company and Energy 5.0, LLC. We appreciate your comments regarding the petition and will add your correspondence to Docket No. 090109-EI.

If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely

Randy Roland Regulatory Program Administrator Division of Service, Safety & Consumer Assistance

RR:mep

From:	Ellen Plendl
Sent:	Monday, August 17, 2009 11:03 AM
To:	Katie Ely
Cc:	Dorothy Menasco; Ann Cole
Subject:	Email

Attachments:

FW: solar energy power; Commission decision on Energy 5.0 contract



FW: solar energy Commission decision power on Energy ... Docket 090109-EI.

Email received and response sent.

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From: Sent: To: Subject: Governor Charlie Crist [Charlie.Crist@eog.myflorida.com] Wednesday, August 12, 2009 5:00 PM Ellen Plendl FW: solar energy power

-----Original Message-----From: Barbara A Sanders [mailto:barb3rcline@tampabay.rr.com] Sent: Wednesday, August 12, 2009 9:57 AM To: Governor Charlie Crist; Barbara Sanders Subject: solar energy power

Dear Governor Crist,

We have a contract with a solar energy power company, to sell our property 355 acres. Tampa Electric Company has petition the Florida Public Service Commission for approval of the contract for the purchase by Tampa Electric of Renewable Energy from Energy 5.0. The Solar Energy Contract awarded to Energy 5.0 as the successful bidder in the company's 2007 Renewable Generation Request for proposals provides for Tampa Electric to purchase the entire net electrical output of Energy 5.0's Florida Solar I Facility for a period of twentyfive (25) years at a price per kilowatt-hour that is fixed for the entire term of the contract. The Solar Energy Contract will provide meaningful fuel diversity benefits to the company and its customers and will further the State's goals of promoting renewable energy resources within the state, encouraging investment in native Florida renewable energy resources, improving environmental conditions in Florida, reducing Florida's dependence on natural gas and fuel oil for electricity production, and reducing fuel price volatility to the company's customers. The Commission should approve the Solar Energy Contract for cost recovery purposes. Again, we have a contract with Energy 5.0., and we found out today that the Florida Public Service Commission has delayed consideration of Energy 5.0's contract with Tampa Electric Company until its October 27th meeting. This if the fourth delay of TECO petition that was submitted to the commission on March 3rd. This is very important to us, with no construction work, this would help us. We have been fighting this economy since early 2007. This is a great opportunity for us and Florida, Solar Power. Please help us to resolve this which would be good for Us, Polk County and Florida.

From:	Tom Ballinger
Sent:	Monday, August 17, 2009 9:41 AM
To:	'barb3rcline@tampabay.rr.com'

Cc: Rhonda Hicks; Ellen Plendl; Bob Trapp; Ryder Rudd

Subject: Commission decision on Energy 5.0 contract

Thank you for your e-mail concerning the contract between Tampa Electric Company and Energy 5.0. When reviewing a purchased power agreement between an investor-owned utility and a renewable generator, the Commission must analyze the costs and benefits to the general body of ratepayers. The Commission has requested additional information regarding the cost-effectiveness of the contract which is why the scheduled decision date has been moved to October 27, 2009.

Tom Ballinger US Engineer Specialist Supervisor Florida Public Service Commission (850) 413-6680

From:
Sent:
To:
Cc:
Subject:

Ellen Plendl Monday, March 30, 2009 11:01 AM Katie Ely Ann Cole; Dorothy Menasco email

FW: Solar to cost consumers more??; RE: Solar to cost consumers more??

Attachments:

 \sim



FW: Solar to RE: Solar to st consumers met consumers met Docket 090109-EI

Email received and response sent.



690109

DOCUMENT NUMBER-DATE 02803 MAR 308 FPSC-COMMISSION CLERK

Governor Charlie Crist [Charlie Crist@eog.myflorida.com]
Monday, March 30, 2009 10:23 AM
Ellen Plendl
FW: Solar to cost consumers more??
: Follow up
Flagged

-----Original Message----- **From:** gipper1966@netzero.net [mailto:gipper1966@netzero.net] **Sent:** Monday, March 16, 2009 7:51 PM **To:** Governor Charlie Crist **Subject:** Solar to cost consumers more??

Governor,

Hearing about Tampa Electric, TECO and Energy 5-0 requesting permission to purchase power from a new solar array in Polk County and it would increase utility bills has not agreed with me at all.

Seems to me we are wanting this in a very quick, not very well thought out process, to get a quick win to meet your requirements on renewables. I disagree with any rate increases from any utility adding solar to their grids. Energy 5-0 no doubt has funding from sources Im not sure of, hedge funds maybe, and private so very little disclosure possible.

Energy 5-0 has the ability to write off this investment and not sure if FL is providing state, money as well if Polk County deferring taxes on property etc... Even Federal money may be used, you know more than I do about this.

So why would we have to pay more for the juice it produces???? or how long will it take to see just how free the sun is?

To me there are better mouse traps out there, for example AUSRA, a company who uses mirrors to heat pipes to produce steam, to turn turbines, producing the same current we have now, way cheaper than solar conversion, and they now are able to store it underground for night use. Already in the SW US.

I dont doubt some peoples willingness to do this right, but when it costs us more, and when I hear Biden and Obama singing renewables is going to be cheaper and provide more disposable income for all of us, these projects are not sitting well with me and others.

Im also waiting for the day us homeowners get a stand alone unit to power our homes during the day and sell the excess back to the grid at a fair price. However at \$40,000 it is not fair and they are keeping it high do to FL rebates, need some more competition here in FL.

So lets make sure we are approving projects that is best for FL and the nation. Not quick expenisive quick wins to meet a deadline. And certainly not being financed by any wall street or banker that helped ruin our economy.

Checks and Balance!! Thank you for your time!! Mike

Click here to find the perfect picture with our powerful photo search features.

From:	Ellen Plendl
Sent:	Monday, March 30, 2009 11:00 AM
То:	'gipper1966@netzero.net'
Subject:	RE: Solar to cost consumers more??

Mike gipper1966@netzero.net

Dear Mike:

The Governor's office forwarded a copy of your email regarding Tampa Electric Company (TECO) to the Florida Public Service Commission (PSC). The PSC regulates investor-owned electric, natural gas, and telecommunications utilities throughout Florida, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the PSC.

You expressed a concern about TECO's petition for approval of solar energy power purchase agreement between TECO and Energy 5.0, LLC. We appreciate your comments regarding the petition and will add your correspondence to Docket No. 090109-EI.

If you have any questions or concerns please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Ellen Plendl Regulatory Specialist Florida Public Service Commission Division of Service, Safety, & Consumer Assistance 1-800-342-3552 (phone) 1-800-511-0809 (fax)