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, or through the PSC Web site at www.FloridaPSC.com.

**What the PSC Regulates, Contact the PSC**

**Electric**
- 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

**Natural Gas**
- 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**

**Electric**
- Rates and adequacy of services provided by municipally owned and rural cooperative electric utilities, except for safety oversight.
- Electrical wiring inside the customer’s building
- Taxes on the electric bill
- Physical placement of transmission and distribution lines
- Damage claims
- Right of way
- Physical placement or relocation of utility poles

**Natural Gas**
- Municipally owned natural gas utilities except for safety oversight.
- Gas districts and authorities except for safety oversight.
- Liquid Propane (LP) Gas
- Taxes on the natural gas bill
- Damage claims
- Gas pipeline siting
- Gas appliances

**When to Call The Florida Public Service Commission**

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### Water and Wastewater

**What the PSC Regulates, Contact the PSC**
- Investor-owned water and wastewater companies in 36 counties
- 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
- 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

### Telecommunications

**What the PSC Regulates, Contact the PSC**
- Service quality and reliability of pay telephone providers
- Relay service
- PSC can accept complaints related to Link-Up Florida/Lifeline Assistance programs and Telephone Relay Service

**What the PSC Does Not Regulate**
- Wireless (cellular) telephone service
- Cable/Satellite television
- Interstate or international telephone service
- 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
- 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 frontoffice@fcc.gov www.fcc.gov Toll Free: T-888-CALL-FCC (1-888-225-5322) voice, 1-888-TELL-FCC (1-888-835-5322) TTY Consumer and Media 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 M.S. 492 Tallahassee, Florida 32399 850-245-2118 (phone), 850-245-2128 (fax) http://www.dep.state.fl.us 3. Contact your city or county commission about authorized 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.


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