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Public Service Commission

June 2, 2026

Mr. Kenneth J. Plante, Coordinator
Joint Administrative Procedures Committee
Room 680, Pepper Building
111 West Madison Street
Tallahassee, FL 32399-1400

VIA EMAIL
japc@leg.state.fl.us

Re: Commission Docket No. 20260072-OT - Petition to initiate rulemaking to require all Florida-licensed utilities to provide immediate live-agent access in automated telephone and artificial intelligence customer service systems.

Dear Mr. Plante:

On April 28, 2026, pursuant to Section 120.54(7)(a), Florida Statutes, we sent you Mr. Lutz's Petition to Initiate Rulemaking.

On May 28, 2026, Mr. Lutz filed "Petitioner's Notice of Voluntary Withdrawal of Petition for Rulemaking Without Prejudice" (Notice of Withdrawal), a copy of which is attached.

If you have any questions or concerns, please do not hesitate to call me at (850) 413-6630.

Sincerely,

/s/ Susan Sapoznikoff
Susan Sapoznikoff
Special Counsel

Attachment: Notice of Withdrawal

cc: Office of Commission Clerk [Docket No. 20260072-OT]
Jamie Jackson, JAPC (Jackson.Jamie@leg.state.fl.us)

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition for Rulemaking to Require All

Florida-Licensed Utilities to Provide Immediate Live-Agent

Access in Automated Telephone and Artificial Intelligence

Customer Service Systems. **Docket No.:** 20260072-OT (

PETITIONER'S NOTICE OF VOLUNTARY WITHDRAWAL OF PETITION FOR RULEMAKING WITHOUT PREJUDICE

Petitioner, Kerry Lutz, appearing *pro se*, pursuant to the uniform rules of administrative procedure and the rules of the Florida Public Service Commission, hereby files this Notice of Voluntary Withdrawal of his Petition for Rulemaking without prejudice, and states as follows:

1. On or about April 2026, Petitioner filed a Petition for Rulemaking with the Florida Public Service Commission (the "Commission") requesting the initiation of rulemaking proceedings to adopt a rule requiring all utilities licensed to do business in the State of Florida to provide an immediate live-agent bypass option.
2. Petitioner hereby formally withdraws the aforementioned Petition for Rulemaking.
3. This withdrawal is made **without prejudice** to Petitioner's right to refile, amend, or seek substantially similar or alternative relief before this Commission at a future date.

WHEREFORE, Petitioner respectfully requests that the Commission note the voluntary withdrawal of the Petition for Rulemaking without prejudice, take no further action on the original petition, and close the corresponding docket, if applicable.

Respectfully submitted,

Dated: May 28, 2026



By: _____

Kerry Lutz *Petitioner, Pro Se*
Palm Beach Gardens, Florida
Email: khl@kerrylutz.com