

Tristan Davis

From: Angelena McCoy
Sent: Wednesday, June 10, 2026 11:21 AM
To: Adam Teitzman
Cc: Hong Wang; Katherine Fleming; Records Clerk
Subject: Docket No. 20240099
Attachments: Chairman's Letter to Westbrook re FPUC.pdf

Good morning Adam,

Please place the attached in Docket No. 20240099.

Thank you!

Angelena McCoy

Executive Assistant to Chairman Smith
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399
(850) 413-6030

STATE OF FLORIDA

GABRIELLA PASSIDOMO SMITH
CHAIRMAN



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Public Service Commission

June 10, 2026

Honorable Jamey Westbrook, Chairman
Jackson County Board of County Commissioners
2864 Madison Street
Marianna, Florida 32448-4021

Re: Florida Public Utilities Company Service Deficiencies

Dear Chairman Westbrook:

Thank you for your letter dated April 22, 2026, that expresses the concerns of the Jackson County Board of County Commissioners and the Citizens of Jackson County regarding the quality of service provided by Florida Public Utilities Company (FPUC). The Florida Public Service Commission (FPSC or Commission) takes your concerns and those of FPUC's customers seriously. The reliable provision of electric service is critical to the health, safety, and the economic well-being of FPUC's customers. Furthermore, the customer experience with FPUC is equally important.

Upon receiving your letter, our staff was directed to meet with FPUC to address the concerns you raised. Our staff met with utility representatives on May 21, 2026, and below is a summary of the results of that meeting:

- Wait times to reach customer service representatives by phone are the result of staffing challenges, but FPUC is working with its contractor to increase the number of customer service representatives. Increased staffing levels is expected to reduce the wait time for answered calls and customers' questions to be resolved. In the first quarter of 2026, 50 percent of calls were answered within 30 seconds, but FPUC aims to increase that percentage to 80 percent of calls answered within 30 seconds.
- FPUC must adhere to Commission rules regarding the discontinuance or disconnection of electric service. These rules require prior notice to a customer who may be subject to disconnection. For past due account balances, FPUC follows a process that includes multiple notices via the customer's preferred communication method (email or physical mail), followed by a phone call and door hanger left prior to disconnection. Customers are encouraged to call FPUC to establish a payment arrangement if they are unable to pay any portion of their bill, move to budget billing, or to receive information on assistance programs.

Chairman Westbrook

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- FPUC plans to install utility branded bill payment kiosks at city halls in Jackson and Liberty counties by September 2026. In addition, on all customer bills, FPUC includes information on in-person customer payment options at local retailers such as Walmart, CVS, Dollar General, and Family Dollar locations.
- Lastly, the most recent rate case settlement agreement approved by the Commission requires FPUC to hold in-person town hall meetings to solicit feedback from customers. FPUC held two in-person events in the greater Marianna service area. For the in-person events, 133 and 243 customers attended, respectively. In addition, FPUC held two virtual customer service events, resulting in FPUC resolving customer issues for those customers that participated.

In conclusion, you have my commitment that our staff will continue to monitor FPUC's customer service performance and responsiveness to its customers, and will take appropriate action to ensure FPUC promptly resolves customer complaints. Thank you again for bringing these matters to my attention and please contact me if there are any further issues or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read 'Gabriella Passidomo Smith', written in a cursive style.

Gabriella Passidomo Smith
Chairman

cc: The Honorable Jay Trumbull, Florida Senate, District 2
The Honorable Shane G. Abbott, Florida House of Representatives, District 5
Commissioner Gary F. Clark
Commissioner Mike La Rosa
Commissioner Bobby Payne
Commissioner Ana Ortega
Braulio Baez, Executive Director
Adria Harper, General Counsel
Mark Futrell, Deputy Executive Director
David Frank, Office of External Affairs Director
Adam Teitzman, Commission Clerk