

FLORIDA PUBLIC SERVICE COMMISSION

OFFICE OF COMMISSION CLERK



FREQUENTLY ASKED QUESTIONS

These Questions and Answers have been prepared by the Office of Commission Clerk to provide general information and assist with locating information on the Public Service Commission (PSC) Web site. The information presented is intended to answer questions regarding typical situations. You should also consult the rules of the Florida Public Service Commission. These rules are available from the PSC's Web site by selecting **Utility Regulation > PSC Rules**.

General Information

Business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday, except for legal holidays. Documents placed in the after-hours drop site will be filed the next working day. Filings should be addressed to the Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. The physical location for hand-delivery of filings is the Betty Easley Conference Center, 4075 Esplanade Way, Room 110, Tallahassee, Florida. For helpful information, such as directions to the PSC Offices and parking information, from the PSC Web site homepage, select **About the Florida Public Service Commission > Contact Us**.

PSC Web site: www.floridapsc.com

Clerk's Telephone Number: (850) 413-6770

Clerk's Fax Number: (850) 413-7118

Electronic Filing: Filings@psc.state.fl.us

Email the Clerk: Clerk@psc.state.fl.us

What is a public records request?

Public records, as defined in Section 119.011(11), Florida Statutes, are “all documents, papers, letters, maps, books, tapes, photographs, films, sound records, data processing software, or other material, regardless of the physical form, characteristics, or means of transmission, made or received pursuant to law or ordinance or in connection with the transaction of official business by any agency.” Under reasonable conditions, all public records within the meaning of Chapter 119, Florida Statutes, except those restricted by law, may be inspected during normal business hours.

How can I obtain copies of documents?

From the PSC’s Web site at www.floridapsc.com, the Case Management System (CMS) has information regarding dockets (cases) and includes docket numbers, titles, names of utilities involved, Commissioner and staff assignments, mailing lists, scheduled events, and document filing descriptions. Most non confidential documents filed as of January 1, 2001, are available for viewing and printing from the Web site in PDF format by selecting **Dockets & Filings > Dockets**. A search is available by the docket number, document number, or docket title. Many documents are also available in Word format. Filings prior to 2001 are available by contacting the Office of Commission Clerk.

Orders issued by the PSC as of January 1, 1991, are available by selecting **Dockets & Filings > Orders**. The Office of Commission Clerk is in the process of completing this Web site database. If an Order attachment is unavailable at the present time, please contact the Office of Commission Clerk. To find out if an order is available online, select **Dockets & Filings > Dockets**, enter the docket number, and review the **Document Filings Index**.

Document requests can also be e-mailed to the Office of Commission Clerk at Clerk@psc.state.fl.us or faxed to (850) 413-7118. For your convenience, a Copy Request Form is also available from the PSC Web site by selecting **Dockets & Filings > Copy Request Form**. Upon receipt of your request, you will be contacted regarding the approximate response date and any applicable charges.

Are there charges for these documents?

To review the charges for copies of documents, select **Dockets & Filings** and then **Copy Charges for Commission Records**. Individuals are invoiced for duplication services. Payment must be received before copies of documents can be released. The cost of duplication is \$0.05 for each single or double-sided page. In cases where the fee would amount to less than \$1.00, there is no charge. If the nature or volume of public records requested to be inspected or copied would require extensive use of information technology resources or extensive clerical or supervisory assistance by personnel, or both, a special service charge of at least \$14.00 per hour will be added to the actual cost of duplication. Copies of documents can be certified by seal for \$1.00 each or certified by a “certified statement” for \$4.00 each. Documents that are available in an electronic format may be electronically transmitted to the requestor, free of charge. CDs are \$1.00; audiotapes are \$2.00; videotapes are \$5.00, or \$2.50, if a new replacement tape is supplied; DVDs are \$5.00; and zip diskettes are \$10.00 each. A courtesy copy of the Commission Conference Agendas are available, free of charge, the day of the conference; otherwise, they are \$1.00 each.

How can I view the docket schedule?

The schedule for processing a docket is set forth on the Case Assignment and Scheduling Record (CASR). The CASR is a tentative docket schedule, subject to change over the life of a case. To view a CASR, select **Dockets & Filings > Dockets**, enter the docket number and click “Search” to display the **Events List**.

How can I view the status of applications and filings?

For filings that will result in the establishment of a new docket, select **Dockets & Filings > Dockets**, and the appropriate choice under **Categories of Dockets**. The newest dockets display at the beginning of each category.

The **Document Filings Index** tracks all documents relating to a particular docket. For status information on a particular docket, select **Dockets & Filings**, then choose the specific category and the specific docket. Filed documents and Orders are normally viewable and printable from the PSC’s Web site within four hours of filing, or the next business day, if filed after 1:00 p.m.

For new dockets, the **Events List**, which sets the scheduled actions for the docket, is generally available within ten days from the initial opening of the docket.

How can I get a transcript (written record) of the hearing?

Hearing Transcripts are available free of charge at **Dockets & Filings > Dockets** by entering the docket number and selecting **Document Filing Index**. You may also purchase a transcript directly from the court reporter by submitting a Request to Purchase a Transcript form, which is available from **Dockets & Filings > Copies > Transcript Request Form** or from the court reporter at the hearing.

What other information is available on the PSC web site?

For a listing of Regulated Companies, select **Utility Regulation** and the appropriate industry. Utility Annual Reports, filed as of 2000, are available from **Utility Regulation > PSC Regulated Companies**. Complete the selections and view.

For a listing of hearings and other scheduled meetings for the next four weeks, select **Agendas & Hearings > Schedule of Hearing Dates**. By selecting the **Audio Events Calendar**, live audio and video broadcast events are available from the Internet. The Commission Agenda Conference is also available on WFSU/The Florida Channel in the Tallahassee area. For information regarding hearings and other meetings scheduled beyond the four weeks displayed on the Web site, contact the Office of Commission Clerk.

Agendas and Staff Recommendations are available at **Agenda & Hearings > Agendas of Commission Conferences**. The tentative Internal Affairs Agenda is available by selecting **Agendas & Hearings > Internal Affairs Agendas**. For copies of Internal Affairs agenda attachments, contact the Office of Commission Clerk. Applicable charges may apply.

How can I obtain audio and video records?

Recent Agenda Conferences, Commissioner-attended workshops, customer service meetings, and some staff workshops are available from the PSC Web site in audio and video format by selecting **Agenda & Hearings > Audio and Video Coverage > Archives of PSC Audio/Video Events**. If you would like information on historical events, contact the Office of Commission Clerk.

Can I be placed on a docket mailing list?

If you would like to be placed on a docket's mailing list as an interested person, contact the Office of Commission Clerk for instructions, or if you are substantially affected, see the applicable provisions of Rule 25-22.039, Florida Administrative Code, for information regarding intervening in a docket.

How can I modify a regulated company's information?

Official company representatives may request a modification to a regulated company's information by selecting **Utility Regulation > Change of Company Information**. This completed form can be mailed or faxed to the Office of Commission Clerk.

Does the PSC accept electronic filing?

The Commission accepts documents for filing by electronic transmission, provided certain requirements are met. If the document tendered for filing fails to meet the electronic filing requirements, the Office of Commission Clerk will contact the filing party with instructions. The Florida Public Service Commission Electronic Filing Requirements may be found at **Dockets & Filings > Electronic Filing**. The Commission does not accept fax-filing at this time.

What is the required number of copies for filing?

Most pleadings require the original and seven copies. Discovery pleadings, such as answers to interrogatories and request for production of documents, should be served on the assigned PSC attorney, with the original Notice of Service to be filed with the Office of Commission Clerk. If a document is filed electronically, no paper copies are required to be filed. Contact the Office of Commission Clerk if you have any questions.

What if I need disability accommodations?

Pursuant to the Americans with Disabilities Act, any person requiring special accommodations to participate in proceedings should contact the Office of Commission Clerk by mail or at the following telephone numbers: (850) 413-6770, 1-800-955-8771 (TDD), or 1-800-955-8770 (voice) Florida Relay Service, at least 48 hours prior to the proceeding. Assisted listening devices are available upon request.