



2020

ANNUAL REPORT

CHAIRMAN'S MESSAGE

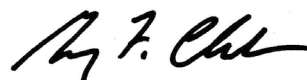
In 2020, our lives and livelihoods were confronted with one of the greatest challenges in a generation. In responding to the COVID-19 pandemic, the Florida Public Service Commission (FPSC) encouraged Florida's investor-owned utilities to increase their flexibility to help customers who faced financial impacts, while continuing to offer safe and reliable services. Fortunately, utilities' existing disaster preparedness plans helped ensure that lights turned on and taps flowed as Floridians sheltered at home.

Commission decisions in 2020 helped strengthen Florida's grid, improve utility storm recovery, and increase solar projects that also diversify the state's fuel supply. Here are some highlights:

- The FPSC approved agreements authorizing storm protection plans for four investor-owned utilities that will continue undergrounding power lines.
- Supporting universal solar expansion as a public benefit, the FPSC approved a Settlement Agreement for Florida Power & Light Company's (FPL) community solar program—SolarTogether, reducing the risk of higher fuel and emissions costs for all FPL customers.
- The FPSC approved hurricane cost recovery for St. Joe Natural Gas Company, Peoples Gas System, FPL, and Duke Energy Florida, LLC (DEF), ensuring that only prudent costs are recovered in customer bills.
- For several utilities requesting to track COVID-19 related costs, the FPSC directed the utilities to submit detailed monthly cost reports for any future recovery requests.
- The FPSC approved DEF's plan to decommission the Crystal River Nuclear Plant by 2038, 36 years earlier than originally planned, shielding customers from potential financial, environmental, and regulatory risks.

While the COVID-19 pandemic definitely changed our world, the FPSC remains committed to listening to those customers we serve and the utilities that serve them. Although our work looked different this year with teleconferencing and virtual hearings, I'm proud of how everyone adapted and rose to the occasion. I invite you to look through our annual report and learn more about the FPSC and how our mission, ensuring safe and reliable utility services at fair prices, is never interrupted.

Gary F. Clark



Chairman



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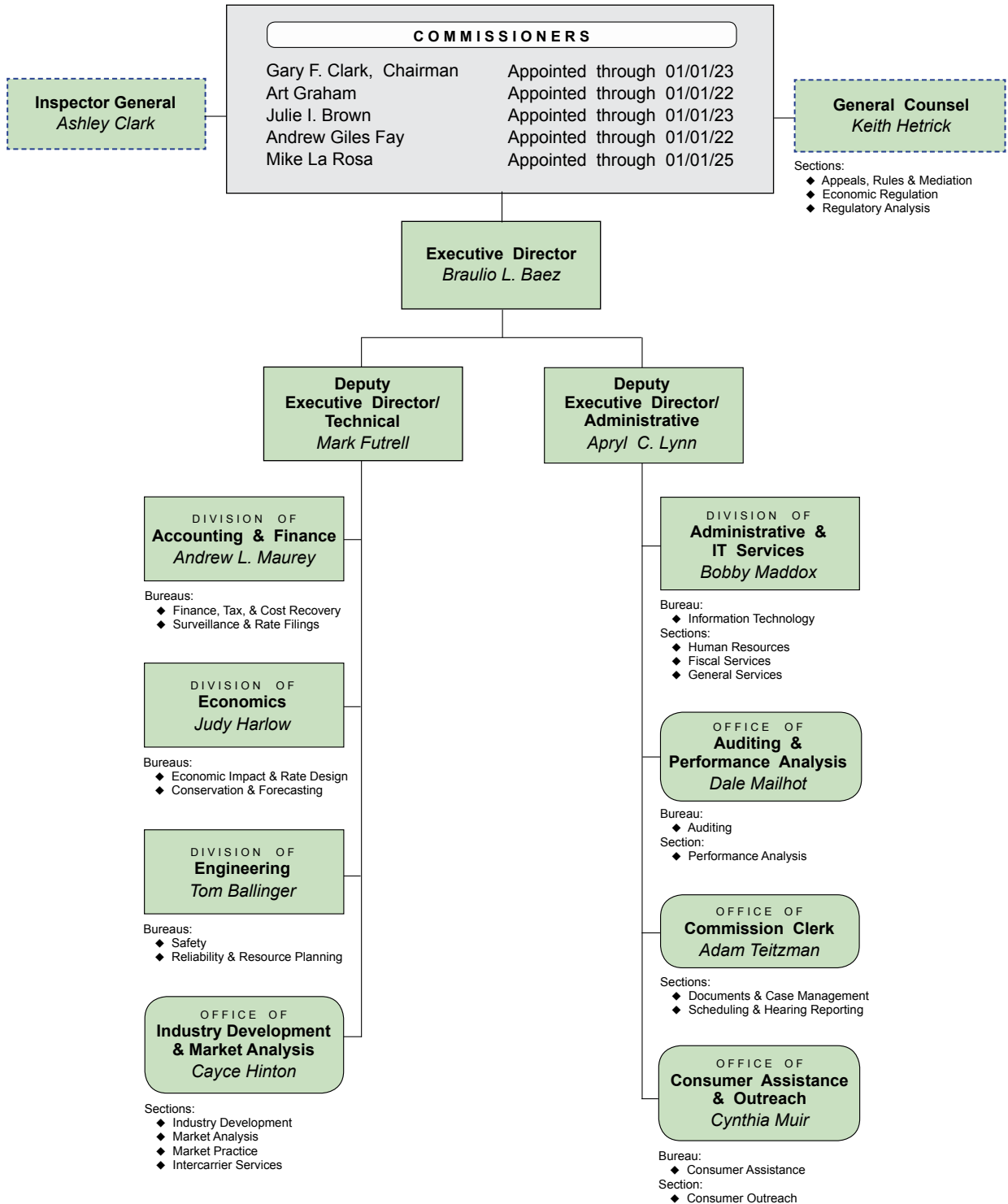
Division of Administrative & Information Technology Services
Office of Commission Clerk
Office of Auditing & Performance Analysis
Office of Consumer Assistance & Outreach

Technical Divisions & Offices

Division of Accounting & Finance
Division of Engineering
Division of Economics
Office of Industry Development & Market Analysis

FPSC ORGANIZATIONAL CHART

As of January 1, 2021



2021 FPSC COMMISSIONERS



COMMISSIONER
Andrew Giles Fay



COMMISSIONER
Art Graham



CHAIRMAN
Gary F. Clark



COMMISSIONER
Julie I. Brown



COMMISSIONER
Mike La Rosa

Gary F. Clark was reappointed to the Florida Public Service Commission by Governor Rick Scott for a term ending on January 1, 2023 and was first appointed to the Commission in 2017. He was elected to serve as Commission Chairman from January 2020 through January 2022. ♦ Prior to his appointment to the PSC, Chairman Clark served as the Deputy Secretary of Land and Recreation for the Florida Department of Environmental Protection. During this time, he oversaw 174 state parks and trails, as well as the Division of State Lands. In this role, he served as the chair of the Florida Acquisition and Restoration Council and as chairman of the governing board of the Florida Communities Trust. ♦ Earlier in his career, Chairman Clark spent the majority of time at West Florida Electric Cooperative, where he served as the Vice President of Member Services. During his tenure with the cooperative, he worked in many areas and also led its diversification efforts. He also served for many years as a member of the Association of Energy Engineers where he earned the distinction as Certified Energy Manager. ♦ Chairman Clark is recognized for his leadership and service to his community. He has served in several capacities including Washington County School Board member, Chipola College Board of Trustees, Washington County Chamber of Commerce Board of Directors, and the Northwest Florida Water Management District Governing Board. Because of his noteworthy leadership, he has received numerous awards and recognitions. ♦ Chairman Clark is a graduate of Chipola College and the University of Phoenix and holds a Bachelor of Science in Business Administration. He is a lifelong resident of Washington County, and has owned and managed several small business operations in Northwest Florida. ♦ He and his wife have two children.

Art Graham was appointed to the Florida Public Service Commission in July 2010 and was twice reappointed by Governor Rick Scott, most recently for a term through January 2022. He was elected to serve as Commission Chairman from January 2018 through January 2020. He has served two previous terms as Commission Chairman, working with his colleagues and industry representatives to find ways to hold down rates for Florida's consumers and businesses. ♦ Commissioner Graham is a member of the National Association of Regulatory Utility Commissioners (NARUC) and was recently appointed to the NARUC Executive Committee; he also serves on the NARUC Committee on Electricity. He previously served on NARUC's Committee on Water from 2010 through 2016 and was appointed Co-Vice Chair in January 2015. He currently serves on the IEEE Standards Association subcommittee updating the National Electrical Safety Code's standards for strength and loading of overhead lines. ♦ Prior to his appointment as Commissioner, he served on the Jacksonville City Council. Among his duties as Council Member, Commissioner Graham helped oversee the budget of JEA, a publicly owned electric, water, and wastewater utility, and chaired the Transportation, Energy, and Utilities Committee. Previously he was on the City Council in Jacksonville Beach, which owns and operates the Beaches Energy electric utility. ♦ He is a past chair of the North Florida Transportation Planning Organization and vice president of the Northeast Florida Regional Council. He was President of ART Environmental Consulting Services from 2005 to 2009, having previously worked on electric power generating boilers and wastewater reduction as a recovery engineer with Georgia Pacific Pulp and Paper. ♦ He received a bachelor's degree in chemical engineering from the Georgia Institute of Technology in Atlanta. He was inducted into the Georgia Tech Living Legends in 2005. He also is a 2001 graduate of Leadership Jacksonville and a member of Leadership Florida's Class XXVII.

Julie Imanuel Brown was reappointed to the Florida Public Service Commission for a third term beginning January 2, 2019 and ending January 1, 2023. Commissioner Brown served as Commission Chairman from January 2016-January 2018. During her Chairmanship, the State of Florida experienced massive hurricane impacts for the first time in more than a decade. To help minimize future storm impacts, Commissioner Brown led the Commission's review and recommendations of Florida's electric utility storm-hardening actions for years to come. ♦ She was twice reappointed to the Commission by Governor Rick Scott after first being appointed by Governor Charlie Crist in January 2011. Before becoming a Commissioner, she was Associate Legal Counsel of First American Corporation, a Fortune 500 company, where she handled a variety of legal issues in the Eastern, Midwest and Mid-Atlantic Regions, including corporate compliance with regulatory authorities. She also worked as a corporate attorney at Shumaker, Loop and Kendrick, LLP in Tampa, Florida, specializing in mergers and acquisitions and securities law. ♦ Governor Ron DeSantis appointed Commissioner Brown to serve as one of 11 on the Florida Women's Suffrage Centennial Commission to ensure the statewide observance of the centennial of women's suffrage in 2020. Commissioner Brown serves on the Board of Directors and is a member of the National Association of Regulatory

Continued

Commissioners (NARUC). She was recently appointed to the NARUC-U.S. Department of Energy (DOE) Natural Gas Partnership to advance the safety, reliability, resilience, affordability and environmental performance of the nation's natural gas infrastructure. She continues to serve on the NARUC Presidential Task Force on Emergency Preparedness, Recovery and Resiliency. Commissioner Brown also serves on NARUC's Committee on Gas, Subcommittee on Nuclear Issues–Waste Disposal, and its Presidential Natural Gas Access and Expansion Task Force to help expand natural gas service in neglected and rural areas. She previously served on the NARUC-DOE Natural Gas Infrastructure Modernization Partnership, facilitating investments in natural gas infrastructure modernization and repairs to natural gas distribution pipeline networks. Since October 2018, Commissioner Brown has served as Chair of the Gas Technology Institute's Public Interest Advisory Committee after previously serving as its Vice Chair. ♦ Commissioner Brown was appointed to the Southern States Energy Board (SSEB) Blue Ribbon Task Force, a partnership project with the U.S. Department of Energy, to help strategize an electric energy policy and regulatory framework in Puerto Rico. She has also served on the Executive Committee of the Nuclear Waste Strategy Coalition since 2016, to help lead its membership efforts throughout the country. Commissioner Brown currently serves on the Financial Research Institute's Advisory Board and was a previous member of the New Mexico State University's Center for Public Utilities Advisory Council. ♦ Commissioner Brown chaired the Florida Legislature's Study Committee on Investor-Owned Water and Wastewater Utility Systems. Her civic affiliations have included the City of Tampa's Architectural Review Commission, the Board of Directors for the Tampa Firefighters Museum, and the Florida Bar's 13th Judicial Circuit Bar Grievance Committee. ♦ Commissioner Brown graduated magna cum laude with a Bachelor of Science from the University of Florida, where she was the recipient of the Outstanding Female Leader award, President of Florida Blue Key, inducted into the Hall of Fame, and received the Dean's Cup for the College of Journalism and Communications. She earned a Juris Doctorate from the University of Florida Levin College of Law, is a member of the Florida Bar, and a member of Leadership Florida, Class XXXIII. ♦ Commissioner Brown and her husband have two children.

Andrew Giles Fay was appointed to the Florida Public Service Commission (PSC) by Governor Rick Scott in February 2018 for a term ending on January 1, 2022. ♦ Commissioner Fay brings substantial Legislative, Executive, and Judicial experience from a number of significant roles within State Government. Most recently he served as Assistant Attorney General and Special Counsel to Attorney General Pam Bondi and oversaw the divisions of Legislative Affairs, Cabinet Affairs, and Public Policy for the Office of the Attorney General. ♦ As counsel to the Attorney General, Commissioner Fay worked on a myriad of issues including Florida's Power Plant Siting Act where he assisted on issues associated with the Florida Cabinet's consideration of electric facility construction and upgrades. Additionally, Commissioner Fay advised the Attorney General in her role on the Constitution Revision Commission and advocated for the successful passage of more than a dozen significant pieces of legislation, most notably as the lead author and advocate of Florida's Information Protection Act (FIPA). ♦ Commissioner Fay currently represents Florida as a member of the National Association of Regulated Utility Commissioners' (NARUC) Critical Infrastructure Committee where he is focused on protecting both the physical and cyber components of Florida's electric grid. Commissioner Fay was asked to serve as a member of NARUC's Subcommittee on Education and Research while also serving on NARUC's Select Committee on Regulatory and Industry Diversity where he represents Florida's diverse population by working with other State Commissioners to advance awareness, education, and opportunities for supplier and workforce inclusion. ♦ Commissioner Fay was named by his peers as one of Florida Trend's "Legal Elite Government and Nonprofit Lawyers" and was also named Government Attorney of the Year by the Florida Government Bar Association for his work on a wide array of issues including assisting victims of the attack on the Pulse Nightclub in Orlando. Commissioner Fay was also recently named a Public Utilities Fortnightly Under Forty Rising Star. ♦ Commissioner Fay earned his Bachelor's and Juris Doctorate from Florida State University and is a lifelong Seminole fan. While in Law School, Commissioner Fay served as the Editor-In-Chief of the Florida State Business Review and was also recognized nationally for his work in public service while representing the law school as their Student Bar Association President.

Mike La Rosa was appointed to the Florida Public Service Commission by Governor Ron DeSantis for a four-year term beginning January 2, 2021. ♦ First elected to the Florida House of Representatives, representing District 42, in 2012, Commissioner La Rosa served until he was term limited in 2020. During his legislative career, he served as Chairman of the House Commerce Committee and also on the Appropriations and Rules Committees. As Chairman of the Commerce Committee, he oversaw Energy and Growth Management Policy during times where Florida's growth and economy was growing at a rapid pace. ♦ Commissioner La Rosa was also active in multiple Legislative organizations where he was able to expand his horizons to learn, grow and mentor with other State Legislators from around the US. Much of his focus was on policy that fell within the growth sector, including representing the State on the Southern States Energy Board. ♦ Commissioner La Rosa has worked in the real-estate and development industries and is one of the original founders of La Rosa Development and La Rosa Realty. ♦ He received his B.A. degree in Interpersonal Communications with a minor in Political Science from the University of Central Florida. ♦ Commissioner La Rosa and his wife have three children.



EXECUTIVE MANAGEMENT



Braulio L. Baez, Executive Director, is responsible for directing, planning, and administering the overall activities of the Commission staff, except the Office of General Counsel. He consults with and advises the Commissioners on regulatory, internal management, and budgetary matters, and acts as an interagency liaison. Reporting directly to him are the Deputy Executive Director-Administrative and the Deputy Executive Director-Technical.



Apryl C. Lynn, Deputy Executive Director-Administrative, supervises and directs the Commission's administrative staff and counsels the Executive Director on Commission personnel, media relations, consumer assistance, and auditing matters. The Division of Administrative & Information Technology Services, and the Offices of Commission Clerk, Auditing & Performance Analysis, and Consumer Assistance & Outreach are under her direction.



Mark Futrell, Deputy Executive Director-Technical, provides direction and leadership for the technical staff and advises the Executive Director in all technical issues pending or presently before the Commission. He has direct authority over the Divisions of Accounting & Finance, Engineering, Economics, and the Office of Industry Development & Market Analysis.



Keith Hetrick, General Counsel, is the Commission's chief legal counsel and chief ethics advisor. The General Counsel advises the Commission on the legal aspects of its regulatory responsibilities, providing legal representation in court and before federal agencies, offering legal counsel to the Office of Executive Director, and assisting in interagency liaison activities. He supervises the Commission's legal personnel and is charged with the administration and delegation of responsibilities to the lead attorneys in his office. He also provides ethical advice to Commissioners and assists in responding to inquiries from the Legislature.



Mary Anne Helton, Deputy General Counsel, provides direction and leadership for the legal staff and advises the General Counsel on legal issues before the Commission. She oversees the Attorney Supervisors who lead the Economic Regulation, Regulatory Analysis, and Appeals and Rules Sections of the Office of General Counsel. She also advises the Commission during public meetings and evidentiary proceedings.




FPSC'S Role

MISSION STATEMENT: To facilitate the efficient provision of safe and reliable utility services at fair prices.

The Florida Public Service Commission's (FPSC) work is a balancing act, weighing the needs of consumers with the needs of a utility and its shareholders. For electric, natural gas, and water and wastewater utility companies, the Commission oversees service territories, regulates rates and earnings, and requires utilities to provide service to all who request it. For telecommunications companies, the Commission is responsible for encouraging and promoting fair and reasonable growth within the industry.

The Commission's mission is to balance the customers' need for reasonable, safe, and reliable utility services with the utility companies' need to provide effective and efficient services. Florida's utilities play a major role in the economic development of cities, regions, and communities working to improve their local business climate. As utilities grapple with industry challenges, FPSC Commissioners are also challenged with difficult decision-making in the public interest. Residential and commercial customers now want more interactive choices from their utility companies and want more information to make smart energy decisions.

In the midst of industry and technological change, the FPSC's focus remains constant: how do we best ensure safety, reliability, and affordability for all customers. In doing so, the FPSC exercises regulatory authority over utilities in three key areas: rate base/economic regulation; competitive market oversight; and the monitoring of safety, reliability, and service.

-  Rate base/economic regulation involves analyzing requested rate changes and conducting earnings surveillance to ensure that regulated utilities are not exceeding their authorized rates of return.
-  Competitive market oversight facilitates the development of competitive markets and managing issues associated with them.
-  Safety, reliability, and service monitoring contributes to an uninterrupted supply of utility services to the general public and confirms that such services are provided in a reasonable and timely manner with minimal risks.

In each of these areas, the Commission provides consumer assistance, protection, and education services, including responding to consumer questions and complaints and distributing information about using utility services.

A more detailed description of the FPSC's role in these key areas follows.

RATE BASE / ECONOMIC REGULATION

Companies file annual reports which are reviewed to determine their earnings for the prior year. If it appears that a company will experience excessive earnings in the coming year, the FPSC fully analyzes the company's books and records and reduces its rates. The FPSC may determine earnings are subject to refund if the review indicates possible overearnings.

When a company believes its earnings are below a reasonable level, the company can petition the FPSC for a change in rates. After an extensive review of the company's earnings, the Commission determines the company's fair rates and earnings to decide a reasonable rate of return. The Commission also analyzes the actual rates charged by the company, allocates revenue requirements between classes of customers, and develops appropriate rate structures within rate classes.

ENERGY

In addition to annual reports, the investor-owned electric and natural gas companies also file earnings information monthly, quarterly, or semi-annually, depending upon each company's size. These more frequent company filings allow the FPSC to monitor earnings levels on an ongoing basis. Customer rates can be quickly adjusted if a company appears to be overearning.

Annually, the FPSC thoroughly reviews each regulated utility's fuel, capacity, conservation, and environmental costs and authorizes recovery of prudently incurred expenses. Other areas of economic regulation for the energy industry include special contracts, new tariff offerings, conservation programs, depreciation, amortization, nuclear decommissioning studies, and fossil fuel dismantlement studies.

WATER & WASTEWATER

In the water and wastewater industries, the FPSC processes a significant number of cases each year. The majority of these cases involve requests for rate increases or limited proceeding increases resulting from the increased cost of providing service. Other cases involve overearnings investigations to determine if a rate reduction is necessary.

The Commission processes water and/or wastewater certification requests, with the majority involving the transfer or amendment of authorization certificates to provide service. Other cases can involve certifying a new utility and setting its initial rates and charges. The Commission also acknowledges abandonments and cancels certificates for systems transferred to exempt entities.



To ensure that recycled/reuse water is not confused with drinking water, the color purple is used to identify pipes that carry Class A recycled water.

The Legislature has recognized the benefit of reuse to Florida and has enacted provisions in the statutes for the Florida Department of Environmental Protection (DEP), the five water management districts (WMD), and wastewater utilities to employ reuse as a means of effluent disposal and as a method of water conservation. The FPSC's charge is to identify reuse issues related to its jurisdiction and to establish policies that are consistent with statewide goals.

Water conservation is vital to Florida's economy. Rates and rate structure have a direct bearing on water usage and water resource allocation. The FPSC has a Memorandum of Understanding (MOU) with DEP as well as MOUs with four of the five

WMDs to coordinate efforts to improve statewide water quality and meet statewide conservation goals. These agencies provide expert testimony, as necessary, on water quality and conservation issues in rate cases before the FPSC.

COMPETITIVE MARKET OVERSIGHT

The FPSC addresses competitive market structure and regulatory issues in the telecommunications industry, which has transitioned from a monopoly to a competitive market. Two catalysts for the change to a competitive market were innovative technologies that add new markets to established regulated companies and increased service options that provide customer choices.

A key FPSC focus is facilitating competition in the local telephone market, which includes arbitrating agreements between incumbent local exchange companies and competitive local exchange companies when negotiations fail. After interconnection agreements are executed, the FPSC is then charged with interpreting and enforcing the agreements, if requested by one of the affected carriers. The FPSC is responsible for resolving other intercarrier disputes including, but not limited to, federal law addressing resale of services, local interconnection, unbundling, number portability, dialing parity, access to rights-of-way, access to poles and conduits, and reciprocal compensation. The FPSC is also active in monitoring and assessing the status of local competition, processing negotiated agreements, and providing input on legislative and Federal Communications Commission (FCC) initiatives.



Innovative technologies and increased service options provide customer choices, in a competitive market.

Another critical aspect of competitive market oversight in the telecommunications industry is the certification process. Most landline telecommunications companies (excluding interexchange companies) conducting business in Florida are required by state law to be certificated by the FPSC.

By conducting regular reviews of industry practices, the FPSC determines whether entities are engaging in actions that could impede the development of competition. Other major responsibilities involve oversight of numbering resources, the Lifeline Assistance program which helps low-income residents have access to telephone and broadband services, and the Relay program. The Relay program facilitates telephone use for the deaf, hard of hearing, or speech impaired.

RELIABILITY, SAFETY & SERVICE ISSUES

Through performance and operations investigations, the FPSC obtains information on reliability, service quality, and service availability for review and enforcement.

ENERGY

Electric Reliability

In the electric industry, the FPSC reviews regulated utilities' Ten-Year Site Plans to assess how utilities will meet Florida's energy needs over a ten-year planning horizon. The FPSC considers petitions for the determination of need for electric power plants, transmission lines, and intrastate natural gas pipelines so that adequate generation and transmission facilities will be available to meet the state's power needs.

Electric Distribution Reliability and Infrastructure Hardening

The FPSC also monitors investor-owned utilities' (IOUs) performance by reviewing each company's Electric Distribution Reliability Report, filed annually on or before March 1. In this filing, each IOU reports the latest available data on its various reliability indices, such as System Average Interruption Duration Index (SAIDI) and System Average Interruption Frequency Index (SAIFI). The reliability indices are based on statistical data that measure each IOU's service quality and reliability. The reports also describe the

status of each IOU's storm hardening efforts related to ten ongoing initiatives established by the FPSC, including vegetation management, hardening of existing structures, joint-use agreements, auditing pole attachments, and natural disaster preparedness. The Commission reviews these reports to verify the utilities' compliance with Commission requirements and ensure that Florida's utilities are maintaining quality service that is safe and reliable.

Electric Safety

By statute, the FPSC is responsible for the safety of the electric grid. The Commission has adopted the National Electrical Safety Code (NESC) as the applicable safety standard for transmission and distribution facilities subject to the FPSC's safety jurisdiction. In addition, Commission rules set requirements for accident reports, quarterly utility compliance reports, and FPSC facility inspections. Electric safety engineers inspect utility electric transmission and distribution construction sites that are selected from utility work orders. In 2020, FPSC engineers examined more than 50,000 electric safety inspection points to ensure the reliability and safety of Florida's electric grid. Any variances from the NESC are corrected through its quality control program.

Natural Gas Pipeline Safety

More than 44,000 miles of pipeline comprise Florida's natural gas system. Safety compliance evaluations are conducted annually on all natural gas systems. All violations must be corrected or scheduled for corrective action pursuant to the Commission's enforcement procedures.

In April 2011, the U.S. Department of Transportation and the Pipeline and Hazardous Materials Safety Administration urged states to replace all bare unprotected steel and cast iron pipelines due to accidents in other parts of the U.S. involving aging infrastructure. The FPSC's Bureau of Safety requested all companies in Florida with aged infrastructure to provide a replacement plan. In September 2012, the Commission approved replacement programs for TECO Peoples Gas System, the Florida Division of Chesapeake Utilities, and Florida Public Utilities Company (FPUC). These three utilities began with a total of 157 miles of cast iron and 760 miles of unprotected steel pipe needing replacement. As of December 2019 approximately 10 miles of cast iron and 146 miles of bare steel remain to be replaced. FPUC-Fort Meade also has a Commission approved replacement program for approximately 250 steel service customer connections, which was completed in 2019.

Emergency Operations Center

The Commission is designated as the Lead Response Agency for power and natural gas emergencies for the Office of the Governor. Through the Division of Emergency Management at the state's Emergency Operations Center (EOC), the FPSC provides 24 hours/7 days a week staffing for Emergency Support Function-12 Energy (ESF-12) during state emergencies. ESF-12 coordinates responses to electric and natural gas emergencies and provides information and assistance to a variety of federal and state agencies at the EOC.



The Commission also maintains contact with electric and natural gas utilities serving the affected areas to assess damage and service restoration efforts. Data collected and maintained from these coordination efforts include areas affected, number of customers without electrical power or natural gas, status of generation fuel supply, and estimated restoration time for normal service. This information is used by the EOC to determine the most efficient allocation of resources in response to regional recovery efforts.

Even though the 2020 Atlantic hurricane season was a record year for storms, Florida largely escaped the season's fury. Still, in 2020, the FPSC supported the Emergency Operations Center (EOC) during four hurricane activations.

- Hurricane Isaias made landfall August 3 near Ocean Isle Beach, North Carolina and caused major flooding in several communities on the East Coast, including New York City.
- Hurricane Laura made landfall on August 27 near Cameron, a coastal city in Louisiana, with devastating winds and an “unsurvivable storm surge,” the National Hurricane Center said.
- Hurricane Sally hammered the Florida Panhandle and southern Alabama in September. Technically speaking, though, Sally’s landfall occurred just across Florida’s border near Gulf Shores, Alabama on September 16.
- Tropical Storm Eta made landfall on November 12 near Cedar Key, Florida, according to the National Hurricane Center. The storm had already hit the Florida Keys earlier in the week as a tropical storm and headed back out into the Gulf of Mexico, but barreled back towards Florida after re-strengthening into a hurricane.

Though the EOC wasn’t activated for it, Zeta also was a storm to be watched by Floridians—a Category 2 hurricane when it hit the southeastern Louisiana coast on October 28. A storm surge warning was in effect from the mouth of the Atchafalaya River in Louisiana to Navarre, Florida, and specifically for Lake Borgne, Lake Pontchartrain, Pensacola Bay, and Mobile Bay.

WATER & WASTEWATER

In the water and wastewater industries, the FPSC monitors quality-of-service issues such as water pressure and capacity. When a consumer complaint regarding water and/or wastewater quality of service is received, if justified, a staff engineer is assigned to work with the consumer and utility personnel to determine the cause of the concern.

Service quality issues are also addressed when a utility files an application for a rate change. The Commission conducts customer meetings or service hearings as a part of the rate case process. Consumer comments at these meetings typically include service quality issues. The FPSC reviews consumer concerns and works with the utility to resolve service issues. When a complaint results from possible violations of DEP public health rules, FPSC staff works with DEP to resolve the issue.

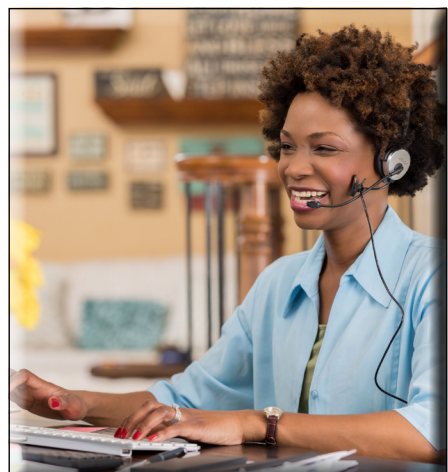
CONSUMER ASSISTANCE, PROTECTION & EDUCATION

By providing effective consumer assistance, protection, and education, the FPSC assists consumers and educates the public about the Commission’s regulatory role.

The FPSC participates in a variety of outreach events such as consumer forums, community meetings, and customer meetings and hearings, by presenting pertinent information and distributing a variety of consumer publications. Easy access to agency information ensures that consumers can make informed decisions about utility services.

With Florida’s annual, unpredictable hurricane season and fluctuating fuel costs, consumers have concerns about storm restoration and expenses, which impact the natural gas, electric, and water/wastewater industries. The FPSC website and publications explain the rules that keep utilities prepared for storms, keep fuel costs reasonable, and also highlight the Commission’s statutory obligation to protect consumers by ensuring public safety.

The FPSC assists consumers with analyzing their utility bills and verifying the accuracy of charges to help resolve disputes between regulated companies and their customers in a fair and efficient manner.



The FPSC assists consumers with resolving disputes between regulated companies and their customers in a fair and efficient manner.

The Commission’s Transfer Connect system offers consumers a quick, efficient option to resolve complaints. When a consumer calls the FPSC’s toll-free consumer assistance line (1-800-342-3552) with a question or a complaint regarding utility services, an FPSC analyst, with the customer’s approval, will transfer the call directly to the utility for handling. Once the consumer’s call is transferred, the utility pays for the call until completion. Each company subscribing to Transfer Connect must provide “live” customer service personnel to handle the transferred calls. Consumers benefit when they can have all of their needs met with a single toll-free call. The Transfer Connect option also allows FPSC staff to consult with a utility representative and pass on caller information, so the caller doesn’t have to repeat it.

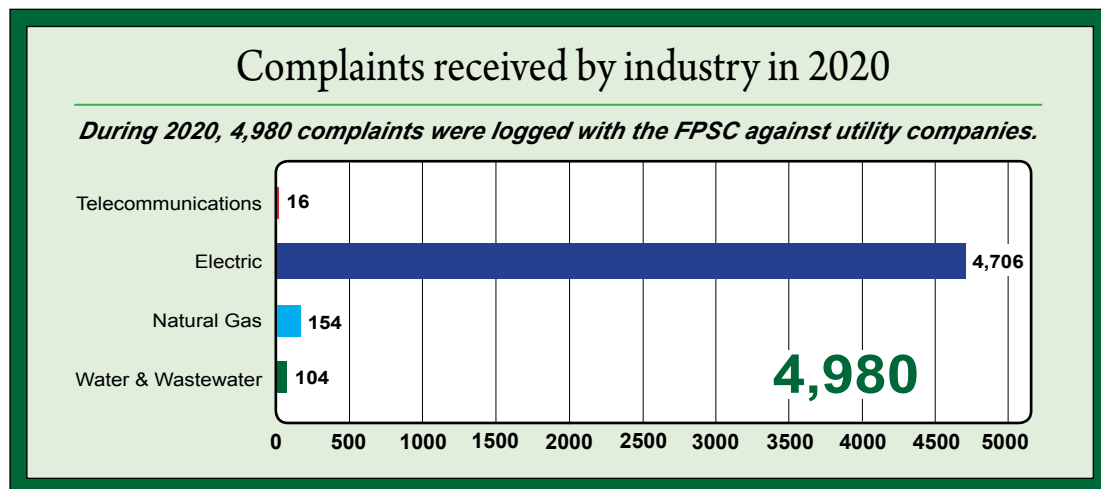
Florida consumers also contact the FPSC regarding water and/or wastewater quality concerns. These concerns are recorded in the FPSC’s Complaint Tracking System and forwarded to the appropriate water and/or wastewater utility for response. DEP is charged with protecting the quality of Florida’s water and protecting the environment from the improper handling and disposal of solid waste. Therefore, the FPSC provides a copy of all water and/or wastewater complaints to DEP on a weekly basis for the agency’s review.

Resolving Consumer Complaints

Assisting consumers is a FPSC priority. Consumers can find a variety of fact sheets, brochures, and consumer tips on the Commission’s website. Residential and business customers needing additional assistance to resolve complaints with Florida’s regulated utilities can receive help from the FPSC’s experienced analysts, who can also provide information on utility payment plans, statutes and rules governing utility companies, and the status of pending cases before the Commission.

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| <p>Contact the FPSC in the following ways:</p> <ul style="list-style-type: none"> ● Complete an online complaint form ● E-mail: contact@psc.state.fl.us ● Call toll-free: 1-800-342-3552 ● Fax toll-free: 1-800-511-0809 | <p>● Send correspondence to:</p> <p>Florida Public Service Commission
 Office of Consumer Assistance & Outreach
 2540 Shumard Oak Boulevard
 Tallahassee, Florida 32399-0850</p> |
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For more information, visit the FPSC’s website at: www.FloridaPSC.com.



The overall decrease in customer complaints logged in 2020 is most likely due to utilities discontinuing customer disconnections during the height of the COVID-19 pandemic.

*Note: Includes non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, and complaints logged and resolved under the three-day rule.
 Effective July 1, 2012, FPSC jurisdiction over telecommunications companies changed.
 Telecommunications complaints include, Lifeline Assistance program, Florida Relay, and payphone service.*

Since consumer service and protection are integral to the FPSC’s mission, the Commission encourages early, continuous, and meaningful public participation throughout its regulatory process. As part of the FPSC’s education program, information is compiled and relayed to consumers who are offered many opportunities to express comments and ideas to the Commissioners before final decisions occur. The FPSC also provides consumers with the information needed to know their rights as utility customers.

Consumers receive information in a variety of ways, including the FPSC website, news releases, consumer newsletters, Twitter, phone or fax, publications, brochures, scheduled FPSC meetings open to the public, and community events. The FPSC's website, www.FloridaPSC.com, is continuously updated to keep information current and user-friendly. In addition to obtaining information on the website, consumers may file online complaints and inquiries about their utility services. Commission events and meetings are usually accessible online as live or archived video and/or audio broadcasts.

CONSUMER OUTREACH

Each year the FPSC provides educational packets, including FPSC publications and brochures in English and Spanish to Florida public libraries across the state for consumer distribution. The FPSC's Library Outreach Campaign reached 616 state public libraries and branches in 2020. To reduce mailing and production costs, the Commission's 2020 Campaign included a cover letter, bookmarks, and the FPSC's consumer-friendly brochure order form. Following the Campaign, many libraries request a variety of publications. Their continuing support helps the FPSC reach consumers throughout the state.

National Consumer Protection Week (NCPW), highlighting consumer protection and education efforts, was instrumental to the Commission's 2020 conservation education efforts. Chairman Gary Clark recognized the 22nd Annual NCPW (March 1-7, 2020) with the importance of education and awareness about utility services and about avoiding scams targeting utility customers. He also appeared in an informational video distributed on Twitter, LinkedIn, and the FPSC website. The Commission keeps consumers informed year-round through outreach awareness and education events, free resources, and hearings, meetings and workshops. Also during NCPW, the Commission made presentations to consumers statewide, showing them how to save money through energy and water conservation and how to avoid scams.

In October, the U.S. Department of Energy (DOE) sponsors National Energy Awareness Month to promote smart energy choices and highlight economic and job growth, environmental protection, and increased energy independence. To highlight Energy Awareness Month 2020, Chairman Gary Clark encouraged consumers to implement simple energy-saving tips through a video that was released on Twitter, featured as a news release and posted on the FPSC's website during the month. Consumer-related articles about the FPSC's regulatory work are also regularly featured in the *Elder Update*, a bimonthly publication of the Florida Department of Elder Affairs. The popular publication is enjoyed by thousands of Florida seniors free of charge by mail and is also available online.

With its interactive design, the Commission's quarterly *Consumer Connection E-Newsletter* features current energy and water conservation topics, consumer tips, and general Commission information. Consumer tips highlighted through video and text during 2020 include Energy Conservation for the Home, Utility-Related Scam Awareness, Hurricane Preparedness, and Lifeline Assistance. The *Consumer Connection E-Newsletter* is available under Consumer Corner on the Commission's homepage, and distributed to consumers via Twitter, and by subscribing to the free newsletter online.

CLICK HERE TO ACCESS:
[FPSC Consumer Connection E-Newsletters](#)

Each quarter, the Commission recognizes a small business for implementing Commission-approved, cost effective conservation programs. Covering the state's five major geographic areas, the Commission presents its Triple E Award-for Energy Efficiency Efforts to a local business that has accomplished superior energy efficiency by working with its local utility to help reduce its energy footprint. Triple E Award recipients receive an award plaque; are featured under Hot Topics on the homepage, www.FloridaPSC.com; and are highlighted in a statewide press release, Tweeted @floridapsc, and archived on the website.

To help consumers who might need assistance paying their utility bills, the FPSC compiled *A Guide to Utility Assistance in Florida* that includes contact information for all electric utilities in the state. The booklet gives consumers a way to call their utility to tap into the large network of social service organizations located throughout their area. Many of Florida's electric utilities also have company programs designed to provide emergency assistance funds to customers unable to pay their electric bill, so consumers in need can benefit by contacting their utilities.

Each quarter, the FPSC highlights a partner agency or organization whose clients are eligible for the federal Lifeline Assistance telephone/broadband discount program or need help reducing energy and water bills. Through these FPSC Helping Hand partnerships, the Commission shares information to help consumers avoid scams and stretch their resources to meet monthly bills.

To assist Florida legislators and other government officials whose constituents might be affected by a specific case before the FPSC, the Commission produces an informational report, the *Florida Public Service Commission Bulletin*. The *Bulletin* provides a background for cases where customer input is considered and helps answer constituent inquiries.

Throughout the year, FPSC Commissioners and/or staff attend customer hearings and meetings around the state. For each hearing or meeting, customers receive a *Rate Case Overview* that explains the case being reviewed and encourages their participation. In 2020, FPSC staff organized and attended 12 customer hearings and meetings, where they addressed citizen questions and concerns and distributed relevant brochures. Due to the pandemic, customer hearings and meetings were held in person and virtually.

Staff also produced a *Rate Case Overview* for four cases that encouraged written comments and provided the opportunity for customers to address the Commission by phone during a Commission Conference. The FPSC is also required to live stream all meetings attended by two or more Commissioners. This provides greater customer access and participation in FPSC proceedings. The Commission features many brochures online and in print to help consumers save energy, conserve water, avoid utility-related scams, or learn about the Lifeline Assistance program and other relevant topics. Brochures may be viewed and printed directly from the website <http://www.FloridaPSC.com/publications/>, ordered free online, or requested by mail or phone.

This year, the FPSC participated in consumer programs and distributed energy and water conservation materials through partnerships with governmental entities, consumer groups, and many other service organizations. With in-state travel suspended in April 2020 due to the COVID-19 pandemic, many outreach events were canceled during the reporting period.

Examples of events where FPSC information was shared during 2020 include:

- 21st Annual Active Living Expo (2-day event)
- Museum of Florida History's 37th Annual Children's Day
- Florida Children's Week at the Florida Capitol.
- Senior Day at the Capitol
- Gilchrist Senior Service Center
- Lafayette Senior Service Center
- Bethel Towers Senior Independent Living Facility
- Lane Wiley Senior Center
- Jim Fortuna Senior Center
- Bay County Council on Aging
- Callaway Arts and Conference Center
- New Smyrna Beach Senior Center
- Deltona Senior Center
- Lunch and Learn – Miccosukee Community Center

Florida's outreach for Lifeline Awareness Week, September 14-18, 2020, (Lifeline or LAW) focused on the eight senior centers in Volusia County and the Tallahassee Senior Center this year. With in-person events cancelled due to the pandemic, PSC representatives distributed information to seniors and answered questions with the help of the senior service coordinators. Lifeline information is also readily available on the FPSC's website. The locations include:

- Tallahassee Senior Center
- Deltona Senior Center
- DeLand Neighborhood Dining Site
- Holly Hill Neighborhood Dining Site
- New Smyrna Beach Senior Center and Neighborhood Dining Site
- Orange City Dining Site
- Orange City Senior Center
- Ormond Beach Senior Center and Neighborhood Dining Site
- Port Orange Neighborhood Dining Site

Highlights

FPSC's Regulatory Actions for the Calendar Year 2020

In only a few months beginning in the early spring, the COVID-19 pandemic upended the daily lives of people around the world. For Florida residents, the virus led to a large-scale move to remote work and a continued preparation toward an eventual return to normalcy.

The Commission calendar did not slow down due to the pandemic, and it continues to be very busy. FPSC Commissioners and staff, interested parties and consumers were determined and productive throughout the pandemic. Though challenged, the FPSC's workforce found innovation solutions, helping the agency seamlessly handle its workload, while serving Florida's consumers and the public interest.



The FPSC's mission is to facilitate the efficient provision of safe and reliable utility services at fair prices.

In 2020, the FPSC regulated 5 investor-owned electric utilities, 8 investor-owned natural gas utilities, and 147 investor-owned water and/or wastewater utilities and had competitive market oversight for 301 telecommunications companies in Florida.

The number of certificated telecommunications companies as of November 2019 included:

- 10 incumbent local exchange companies
- 259 competitive local exchange companies
- 32 pay telephone companies

The FPSC does not regulate the rates and service quality of publicly owned municipal or cooperative electric utilities; however, the Commission does have jurisdiction regarding rate structure, territorial boundaries, bulk power supply operations, and power supply planning over 35 municipally owned electric systems and 18 rural electric cooperatives. The FPSC has jurisdiction regarding territorial boundaries and safety, over 27 municipally owned natural gas utilities and 4 gas districts. In addition, the Commission exercises safety authority over all electric and natural gas systems operating in the state.

During 2020 the Commission handled a number of significant regulatory issues. They are summarized in the following sections.

ENERGY

Electric Rate Cases

Florida Power & Light Company

FPL's current rate case minimum Agreement term covers January 1, 2017 through December 31, 2020. However, FPL exercised the provision in the Agreement to extend the term through December 31, 2021. The original petition was filed on March 15, 2016, requesting a revenue increase of \$866 million effective January 1, 2017, a subsequent adjustment of \$262 million effective January 1, 2018, and a \$209 million limited-scope adjustment effective upon the commercial in-service date of the Okeechobee Clean Energy Center. FPL requested a return on equity (ROE) of 11.50 percent, which included a 50-basis point performance adder to reflect its prior efforts to deliver superior value to its customers and to provide an incentive to promote further improvements in customer value.

On October 6, 2016, a Joint Motion for Approval of Settlement Agreement (Agreement) was filed by Florida Power & Light Company (FPL), Office of Public Counsel (OPC), Southern Florida Hospital & Healthcare Association (SFHHA), and Florida Retail Federation (FRF). Florida Industrial Power Users Group (FIPUG) took no position on the Agreement, Federal Executive Agencies (FEA) and Walmart did not oppose the Agreement, and AARP, the Larsons, and the Sierra Club objected to the Agreement. Under the Agreement terms, FPL is permitted to: 1) increase its base rates by \$400 million, effective January 1, 2017; 2) implement a subsequent increase of \$211 million, effective January 1, 2018; 3) implement a \$200 million increase effective on the commercial operation date of the Okeechobee Clean Energy Center in June 2019; and 4) set an ROE at 10.55 percent with an authorized range of 9.60 to 11.60 percent. The Agreement also allows FPL the flexibility to amortize up to \$1 billion of the theoretical reserve surplus, and any remaining surplus from its 2012 Settlement Agreement, to maintain its earned ROE within the authorized range.

Under the Agreement, FPL may seek approval to recover the cost of solar generation projects undertaken during the Agreement term subject to a yearly threshold of 300 MW. FPL would also implement a 50 MW Battery Storage Project and would pursue cost recovery for the project in its next general base rate case. FPL will also terminate its natural gas financial hedging for the Agreement term.

The Commission approved the Agreement on November 29, 2016. On January 20, 2017, Sierra Club appealed the Commission's order approving the Agreement to the Florida Supreme Court (Court). On May 17, 2018, the Court found that the Commission properly applied its public interest standard in reviewing the Agreement, which was supported by competent, substantial evidence; therefore, the Court affirmed the Commission's Order.

Duke Energy Florida, LLC

DEF's current rate case agreement is effective through December 31, 2021. DEF's original petition was filed on August 29, 2017, for a limited proceeding seeking approval of a proposed 2017 Second Revised and Restated Stipulation and Settlement Agreement (2017 Agreement). Parties to the 2017 Agreement include: DEF, OPC, FIPUG, FRF, White Springs Agriculture Chemicals, Inc. d/b/a PCS Phosphate, and Southern Alliance for Clean Energy (SACE).

The 2017 Agreement contained similar provisions to those in the Commission-approved 2013 Revised Stipulation and Settlement Agreement. However, the 2017 Agreement also included provisions addressing future rate increases, installation of solar generation, recovery of under-recovered fuel costs, and Levy Nuclear Plant costs.

As part of the 2017 Agreement, base rate increases of \$67 million are allowed each year for 2019, 2020, and 2021. The 2017 Agreement also includes a process to seek cost recovery approval for the installation of solar generation (up to 700 cumulative MW/175 MW per year maximum) to be built from 2018-2022. The 2017 Agreement spread DEF's fuel cost under-recovery over a two-year period beginning January 1, 2018, rather than a single year. Of notable significance is a provision that prohibits any Levy Nuclear Plant cost recovery of any type or nature whatsoever from DEF's retail ratepayers.

In addition, under the 2017 Agreement, DEF's ROE will remain at 10.5 percent, and the company may not petition for a base rate increase until January 2022. The Commission approved DEF's 2017 Agreement on October 25, 2017.

On April 17, 2019, DEF filed a Motion to Approve Reallocation of Electric Vehicle Charging Station Pilot Segments from those identified in its 2017 Agreement, and the Commission approved that motion.

Gulf Power Company

On October 12, 2016, Gulf filed a petition seeking approval to increase its base rates by \$106.8 million, effective July 1, 2017. The requested increase is based on an ROE of 11.0 percent. On November 9, 2016, Docket Nos. 160170-EI (2016 Depreciation and Dismantlement Studies) and 160186-EI (Rate Case) were consolidated. OPC, FEA, SACE, FIPUG, League of Women Voters of Florida (LWF), Walmart Stores East, LP and Sam's East, Inc. (Walmart), and Sierra Club intervened in the proceeding.

On March 20, 2017, prior to the start of the scheduled technical hearing, Gulf and OPC filed a Stipulation and Settlement Agreement (2017 Agreement) resolving all issues raised in the consolidated proceeding. FIPUG and SACE joined OPC and Gulf as signatories to the 2017 Agreement. The remaining parties (FEA, LWF, Walmart, and Sierra Club) did not join the 2017 Agreement, but did not oppose it.

Under the 2017 Agreement terms: 1) Gulf would receive an overall base rate increase of \$62 million; 2) customers would receive an approximate \$7.7 million revenue credit through the Purchased Power Capacity Clause, resulting in a net base rate increase of \$54.3 million; 3) ROE would remain at 10.25 percent, with an allowed range of 9.25 to 11.25 percent; 4) a vehicle charging station five-year pilot program; and 5) a continued moratorium on natural gas financial hedges.

The Commission approved the Gulf's 2017 Agreement on April 5, 2017, which is effective until the Commission approves new base rates for Gulf in a general base rate proceeding.

Tampa Electric Company

TECO's current rate case Agreement is effective through December 31, 2021. TECO's original petition was filed on September 27, 2017, for a limited proceeding to seek Commission approval of its 2017 Amended and Restated Stipulation and Settlement Agreement (2017 Agreement) for base rates beginning January 1, 2017 through December 31, 2021. The signatories include TECO, OPC, FIPUG, FRF, FEA, and West Central Florida Hospital Utility Alliance. Per the 2017 Agreement, TECO's base rates would increase each year to allow for recovery of its planned solar generation expansion, up to 600 MW, through a solar base rate adjustment (SoBRA). Solar project in-service dates are September 1, 2018 and January 1 of 2019, 2020, and 2021, allowing for maximum annual SoBRA increases of \$30.6 million, \$50.9 million, \$30.6 million, and \$10.2 million, respectively. TECO must petition the Commission for cost recovery of each SoBRA adjustment.

The 2017 Agreement: 1) sets an ROE range of 9.25 to 11.25 percent; 2) allows a 25 basis point trigger mechanism in the event of a specified rise in US Treasury bond interest rates; 3) allows an adjustment for any federal or state income tax reform; 4) allows cost recovery for storm damages caused by named storms; and 5) allows an Asset Optimization/Incentive Program for a four-year period beginning January 1, 2018 that shares savings achieved from the program with its customers. TECO will also not engage in new natural gas financial hedging contracts or seek recovery of costs related to investments in oil or natural gas exploration, reserves, or production.

On November 6, 2017, the Commission approved the Agreement.

Florida Public Utilities Company

On August 31, 2020, FPUC and OPC filed a Joint Motion for Approval of Stipulation and Settlement (Settlement). On September 21, 2020, the Commission approved the Settlement which, among other things, allowed for a base rate increase of \$3.6 million. This Settlement also resolved other matters related to FPUC's current depreciation study and its storm recovery requests for Hurricanes Michael and Dorian. The term of this Settlement is through September 1, 2021.

Natural Gas Rate Cases

Florida City Gas

On October 23, 2017, FCG filed a petition requesting a base rate increase of \$19.3 million. On October 24, 2017, OPC filed its notice of intervention. Of that amount, \$3.5 million covers the utility's investment in a Commission-approved backyard mains and service relocation program, which is being recovered through a separate surcharge on customers' bills, into rate base. The remaining \$15.8 million, according to FCG, was necessary for the utility to earn the requested ROE of 11.25 percent. As part of its requested increase, FCG petitioned for construction of a new Liquefied Natural Gas (LNG) facility in South Florida to serve as a natural gas supply source. FCG also requested interim rate relief of \$4.9 million, which the Commission approved at the December 12, 2017 Commission Conference.



Approximately 44,000 miles of pipeline comprise Florida's natural gas system.

On March 12, 2018, a joint motion for approval of a Stipulation and Settlement Agreement was filed by FCG, OPC, and FEA. The Agreement: 1) authorized an ROE of 10.19 percent; 2) cost recovery for the new LNG facility; and 3) provided a base rate increase of \$11.5 million, effective June 1, 2018, an additional \$2.5 million on June 1, 2019, followed by a \$1.3 million increase on December 1, 2019.

The FPSC approved the Agreement on March 26, 2018, effective from June 1, 2018 through May 2022. Rates will continue beyond 2022 unless changed by Commission Order.

Sebring Gas System, Inc.

On June 5, 2019, Sebring filed a petition requesting a base rate increase of \$309,000, effective January 1, 2020. The key drivers for Sebring's request include income tax expense not currently recovered in rates, increases in rate base associated with service extensions to new customers, increases in regulatory costs associated with changes in federal pipeline safety regulations, and inflationary impacts on operating expenses. The Company filed its last rate case in 2004 for rates, effective in 2005. A customer meeting was held August 8, 2019.

On February 3, 2020, the Commission issued its order authorizing an annual revenue increase of \$0.3 million and an ROE of 11.00 percent, with a range of plus or minus 100 basis points. This revenue increase includes \$2.0 million for plant additions to serve the extended service territory. These plant additions are reflected in a rate base, resulting in a total rate base of \$5.0 million. The Commission also approved a minor shift in Sebring's rate design so that slightly more revenue can be recovered through the fixed customer charge component. New rates were approved and effective February 2020.

Peoples Gas System

On June 8, 2020, PGS filed a request for an annual base rate increase of \$85.3 million. Of that amount, the utility requested to transfer into rate base its \$23.6 million current investment in a Commission-approved Cast Iron/Bare Steel Replacement Program(CI/BSR), which is recovered through a separate surcharge on customers' bills. PGS referenced several factors as reasons for the rate request, including three expansion projects and a request to increase its Annual Storm Accrual. On November 19, 2020, the Commission approved a Settlement Agreement between the parties to the docket, the includes a revenue requirement increase of \$58.0 million of which \$23.6 million is attributed to the CI/BSR migration from a surcharge to base rate recovery. New base rates are effective January 1, 2021. The term of the Agreement is three years, from January 1, 2021 through December 2023.

Depreciation, Dismantlement, & Nuclear Decommissioning Studies

Depreciation rates for regulated utilities are set by the Commission to ensure that cost recovery is provided for assets while they are in service. Unless modified by Commission order, depreciation studies are required to be filed every four years by electric companies and every five years by gas distribution companies.



Decommissioning studies, required to be filed with the Commission every five years, provide updated estimates of the cost to decommission a nuclear unit at the end of its useful life.

Dismantlement studies for electric utilities that own and operate fossil fuel generating units are required to be filed with the Commission every four years unless modified by Commission order. These studies provide updated cost estimates to dismantle a fossil fuel generating unit at the end of its useful life; the information in these studies is also used to determine whether a company needs to recover funds, in current customer rates, that will be necessary to pay for dismantlement.

Decommissioning studies for electric utilities that own and operate nuclear generating units are required to be filed with the Commission every five years unless directed otherwise by the Commission. These studies provide updated estimates

of the cost to decommission a nuclear unit at the end of its useful life; the information in these studies is also used to determine whether a company needs to recover funds, in current customer rates, that will be necessary to pay for decommissioning.

Depreciation and Dismantlement

Florida Public Utilities Company

FPUC (electric divisions) filed its 2019 Depreciation Study on September 3, 2019, requesting an effective date for new depreciation rates of January 1, 2020. The Company proposed depreciation rates and reserve allocations that would decrease annual depreciation expense by approximately \$383,000. FPUC sought to remove from accumulated depreciation the undepreciated portions of the premature retirements associated with Hurricane Michael as well as storm-related cost of removal and gross salvage. FPUC requested such cost to be recovered via the approval of regulatory assets. FPUC revised its depreciation study on March 11, 2020 which updated data associated with Hurricane Michael-related depreciation cost.

On August 21, 2020, FPUC and OPC, the parties in the case, filed a joint motion to settle all matters related to both the depreciation study as well as all other issues, mostly pertaining to several proposed storm-related regulatory assets. The Commission held a hearing on September 21, 2020, and approved the Settlement, including OPC's adjustments to FPUC's depreciation study's asset lives and resulting depreciation rates. All other depreciation parameters presented in the Settlement and approved by the Commission were as filed by FPUC.

Peoples Gas System

PGS filed its depreciation study on June 8, 2020, in conjunction with its Minimum Filing Requirements filed for the utility's rate case. PGS proposed depreciation rates that would collect an additional \$3.7 million in 2021 test year depreciation expenses above current depreciation rates. The rate case and depreciation study dockets were consolidated, and the OPC and FIPUG intervened in the case. OPC contested PGS's proposed average service lives and net salvage values for eight accounts. On November 9, 2020, the Commission approved a Settlement in the case which included approval of PGS's depreciation study, except it recognized the OPC's proposed net salvage values for the eight disputed accounts. The Commission approved an increase in depreciation expense of \$0.6 million with rates effective January 1, 2021. The Commission also approved an additional amortization of up to \$34.0 million in depreciation reserve surplus from 2020 through 2023. The utility's next depreciation study must be filed no more than one year, or less than 90 days, before the filing of its next general rate proceeding.

Decommissioning

On July 10, 2019, DEF petitioned the Commission for approval of a transaction with Accelerated Decommissioning Partners, LLC (ADP) that would result in the accelerated decommissioning of the Crystal River Unit 3 (CR3) nuclear generating facility by 2027 and NRC License Termination by 2038 after spent fuel is removed from the Crystal River site. Under the transaction, ADP would complete all decommissioning activities, acquire ownership of DEF's Independent Spent Fuel Storage Installation, and assume DEF's contract with the US Department of Energy for disposal of spent nuclear fuel as well as operational responsibility of CR3. DEF also requested Commission approval of its updated nuclear decommissioning study.



DEF's CR3 decommissioning is the first decommissioning for a nuclear power plant in Florida. The nuclear portion of the plant was shut down in 2009.

On September 20, 2019, the Commission issued its order modifying the procedure in the case to grant OPC's motion to hold the hearing schedule in abeyance until the NRC ruled upon DEF's nuclear license transfer application and its related order is issued. The NRC issued its order on April 1, 2020, approving the license transfer application to ADP. An evidentiary hearing was held July 7-9, 2020. The Commission approved DEF's proposed decommissioning transaction of CR3 and DEF's 2019 Accelerated Decommissioning Study on August 18, 2020. The Commission also set the decommissioning accrual to be collected from DEF's customers at zero dollars per year to cover the cost of decommissioning. The Commission's approval of the transaction means the decommissioning services over the life of the contract will be provided for a fixed price of \$540 million. The status of the nuclear decommissioning trust fund was found to be sufficient to cover both the fixed price contract obligation as well as all expected DEF costs going forward. The Commission set forth a wide range of reporting requirements for DEF that extended through the final period of partial license termination. The docket remains open for monitoring purposes.



Fuel Diversity

Florida's electric utilities are required by law to furnish adequate, reliable electric service at a reasonable cost to customers. Meeting customer demand in uncertain economic conditions represents a significant challenge. Since the late 1990s, utilities across the nation, including those in Florida, have selected natural gas-fired generation as the predominant source of new capacity.

Given the potential volatility of natural gas prices, the Florida Legislature, since 2005, established policies addressing the importance of diversifying fuels

The use of natural gas for electricity production in Florida increased from 19.3 percent in 1995 to an estimated 68.8 percent in 2020.

used for electricity generation. These initiatives include enhancing contract provisions for the purchase of renewable energy by investor-owned utilities, encouraging customer-owned renewable energy resources, placing emphasis on energy efficiency and conservation, and establishing regulatory treatment for costs associated with nuclear construction.

Nuclear Cost Recovery

In 2006, the Florida Legislature enacted Section 366.93, Florida Statutes (F.S.), to encourage utility investment in nuclear electric generation by creating an alternative cost recovery mechanism. The statute directed the Commission to allow IOUs to recover certain construction costs in a manner that reduces the overall financial risk associated with building a nuclear power plant. In 2007, the statute was amended to include integrated coal-gasification combined cycle plants, and in 2008, it was again amended to include new, expanded, or relocated transmission lines associated with the plants. The statute required the Commission to adopt rules that provide for annual reviews and cost recovery for nuclear plant construction through the existing Capacity Cost Recovery Clause (CCRC). By Order No. PSC-07-0240-FOF-EI, the Commission adopted Rule 25-6.0423, Florida Administrative Code (FAC), fulfilling the requirements of, and implementing, Section 366.93, F.S.

Pursuant to the rule, all prudently incurred preconstruction costs and carrying charges will be recovered directly through the CCRC. Once a utility obtains an affirmative need determination for a power plant covered by the statute, the affected utility may petition for cost recovery using this alternative mechanism.

In 2013, the Florida Legislature enacted amendments to Section 366.93, F.S., which required: 1) that affected utilities seek FPSC approval prior to commencing certain project activities; 2) a revision to the rate used to calculate carrying costs; and 3) deadlines for construction work to begin once the utility

receives its Combined Operating License from the Nuclear Regulatory Commission. The Commission subsequently adopted revisions to Rule 25-6.0423, FAC, to incorporate these amendments to the statute, effective in January 2014.

Florida Power & Light Company

FPL obtained Commission approval for the uprate of four existing nuclear units, St. Lucie 1 & 2 and Turkey Point 3 & 4, as well as the construction of two new nuclear units, Turkey Point 6 & 7. FPL completed the uprate of its existing nuclear units in 2013, adding 522 megawatts of new nuclear capacity. FPL also received site certification in May 2014 for new nuclear units Turkey Point 6 & 7 from the Governor and Cabinet, sitting as the Power Plant Siting Board.

In June 2014, the Turkey Point 6 & 7 Site Certification was appealed by Miami-Dade County, City of South Miami, Village of Pinecrest, and City of Miami. On April 20, 2016, the Third District Court of Appeal reversed and remanded certain matters in the Site Certification to the Siting Board. The Siting Board issued its order addressing the remanded matters in December 2018. On January 7, 2019, the City of South Miami appealed the decision to the Third District Court of Appeal (DCA). The Third DCA issued its ruling on January 15, 2020, and affirmed the prior court's decision. Currently, there are no pending court challenges and the January 15, 2020 decision is the final order in the Turkey Point 6 & 7 litigation. The site certification is complete and the transmission line has been approved.

In April 2018, the Nuclear Regulatory Commission issued FPL a Combined Operating License for Turkey Point Units 6 & 7. FPL has initiated a "pause" in the further development of the Turkey Point Units 6 & 7 project and did not seek to recover costs related to the project in 2019 or 2020.

Duke Energy Florida, LLC

DEF obtained Commission approval for the uprate of the Crystal River 3 nuclear unit, as well as the construction of two new nuclear units proposed to be built in Levy County.

In February 2013, DEF announced it would retire and decommission Crystal River 3. In August 2013, DEF announced it would not construct the Levy Project and that it would cancel the Levy Project Engineering, Procurement, and Construction contract. In April 2018, DEF terminated the Nuclear Regulatory Commission-issued Combined Operating License. Effective January 2021, there will no longer be any nuclear cost recovery amounts associated with either project.

Fuel Cost Recovery

On November 3, 2020, the FPSC held its annual cost recovery clause hearing to address the true-up of 2019 and 2020 fuel costs and to establish the 2021 fuel cost recovery factors for the five electric IOUs. During the proceeding, it was determined that the DEF portion of the case would move to a post-hearing vote, to occur on or about December 15, 2020.

As a result of decisions made at the December 15, 2020 Special Commission Conference, DEF's authorized fuel cost recovery amount and factors will be lower in 2021. The fuel cost recovery portion of the bill for a residential customer using 1,000 kWh of electricity will decrease by \$2.56 per month in 2021. Other authorized 2021 net changes to base rates charges, cost recovery amount, and taxes will result in a total bill that is \$3.63 per month lower. The January 2021 bill will begin to reflect the recently-initiated Storm Protection Plan Cost Recovery charge (\$0.31 per month) as well.

For FPL, a moderately higher projected fuel cost recovery amount and factors for 2021 will be reflected in customer bills, beginning in January. The fuel cost recovery portion of the bill for a residential customer using 1,000 kWh of electricity will increase by \$2.39 per month in 2021, and other net changes to cost recovery amounts and taxes will result in a total bill that is \$2.62 per month higher than at the end of 2020. The January 2021 bills will begin to reflect the recently-initiated Storm Protection Plan Cost Recovery charge as well.

For Gulf, a moderately lower fuel cost recovery amount and factors for 2021 will be reflected in customer bills, beginning in January. The fuel cost recovery portion of a residential customer's 1,000 kWh bill will decrease \$1.92 per month in 2021, although other net changes to cost recovery amounts and taxes will result in a total bill that is only \$0.19 per month higher than at the end of 2020. The January 2021 bills will begin to reflect the recently-initiated Storm Protection Plan Cost Recovery charge as well.

For TECO, the fuel cost recovery amount and factors will be higher in 2021. The fuel cost recovery portion of the bill for a residential customer using 1,000 kWh of electricity will increase by \$5.71 per month in 2021. Other net changes to cost recovery amounts and taxes will result in a total bill that is \$7.56 per month higher than at the end of 2020. The January 2021 bills will begin to reflect the recently-initiated Storm Protection Plan Cost Recovery charge as well.

For FPUC in 2021, fuel cost recovery amounts and factors are lower compared to the end of October 2020 (late-year rate change). The fuel cost recovery portion of the bill for a residential customer using 1,000 kWh of electricity will decrease by \$4.98 per month to begin 2021. Storm cost recovery from Hurricane Michael and other net changes will result in a total bill that is \$4.73 per month lower in January 2021 than at the end of October 2020.

By Order No. PSC-2020-0439-FOF-EI, issued November 16, 2020, the fuel and capacity cost recovery factors for FPL, FPUC, Gulf, and TECO were set for 2021.

Storm Cost Recovery

Since 2015, Florida has experienced the landfall or effects of 15 named storms. Each of Florida’s electric investor-owned utilities (IOUs) under the Commission’s jurisdiction has incurred costs related to damage caused by named storms. Utilities seeking to recover storm costs outside of a rate case must file a petition with the Commission. The requested costs are audited and analyzed to determine whether the costs meet the criteria for recovery set forth by Commission rule. During 2020, the Commission approved Settlement Agreements for Gulf’s Hurricane Michael incurred costs and FPUC’s incurred costs for Hurricanes Michael and Dorian.

The Commission will hold hearings in 2021 to address DEF’s and St. Joe Natural Gas Company’s incurred costs for Hurricane Michael, and DEF’s and FPL’s incurred costs for Hurricane Dorian. FPL will recover Hurricane Dorian costs through its reserve amount balance, as established in its 2016 Settlement Agreement. A docket has been opened to address Gulf’s request to recover incurred costs for Hurricane Sally. Dockets are expected to be opened in 2021 to address incurred costs for Hurricane Isaias for FPL, and for Hurricane Zeta for Gulf.

Storm Hardening Initiatives

On May 19, 2020, FPSC staff held an informal hurricane preparedness meeting. Florida’s five IOUs, Gulf Coast Electric Cooperative, Inc., and the City of New Smyrna Beach each made presentations about their hurricane preparedness processes. The presentations included discussions on vegetation management, pole inspections, storm preparedness, customer communications, and lessons learned. In addition, each presentation discussed the new challenges and changes to the restoration process due to the COVID-19 pandemic.



Storm Protection Plan and Cost Recovery

The 2019 Florida Legislature passed SB 796 to enact Section 366.96, F.S., entitled “Storm protection plan cost recovery.” The Statute requires each IOU to file a transmission and distribution storm protection plan for the FPSC’s review at least every three years that covers the utility’s immediate ten-year planning period. It also directs the Commission to hold an annual proceeding to determine each IOU’s prudently incurred costs to implement the plan and allow recovery of those costs through a Storm Protection Plan Cost Recovery Clause.

The 2019 Florida Legislature passed SB 796 to enact Section 366.96, F.S., entitled “Storm protection plan cost recovery.”

As directed by the statute, the Commission is required to adopt rules to implement and administer the section, and was mandated to propose a rule for adoption by October 31, 2019. On October 5, 2019, the Commission proposed Rules 25-6.030, Florida Administrative Code (F.A.C.), Storm Protection Plan and 25-6.031, F.A.C., Storm Protection Plan Cost Recovery Clause. The Commission adopted Rule 25-6.031, F.A.C., on February 18, 2020, fulfilling the requirements of, and implementing, Section 366.93, F.S.

Docket No. 20200092-EI (SPPCRC docket) was opened to address the Storm Protection Plan Cost Recovery Clause (SPPCRC) for the utilities that submitted Storm Protection Plans (SPP). OPC, Walmart, PCS, and FIPUG were granted intervention in the SPPCRC docket.

Gulf, FPL, DEF, and TECO entered into Settlement Agreements prior to the originally scheduled administrative hearings. Accordingly, the Commission held administrative hearings to take oral argument from the parties in support of each Settlement Agreement to which it is a signatory, to admit testimony and documentary evidence into the record, and to consider each of the Settlement Agreements.

Tampa Electric Company

On August 3, 2020, TECO filed a Motion to Approve Stipulation and Settlement Agreement in TECO's SPP docket and the SPPCRC docket (TECO Settlement Agreement). On July 31, 2020, TECO filed a Motion to Approve Revised Tariff (TECO Motion) in the SPPCRC docket. The TECO Motion contained the revised tariffs necessary to implement a one-time base rate reduction of approximately \$15 million.

Based upon the parties' motions, Commission staff review of the Settlement Agreements, and the evidence and testimony in the record, the Commission found that the TECO Settlement Agreement was in the public interest and it was approved. The TECO Settlement Agreement resolved all matters with respect to TECO in the SPPCRC docket. The Commission also approved the TECO Motion so that the approximately \$15 million base rate reduction could be implemented concurrently with the implementation of TECO's new SPPCRC cost recovery factors that are to be effective the first billing cycle of January 2021.

Duke Energy Florida, LLC

Duke filed two Motions for approval of Settlement Agreement with the Commission. The first Motion was filed July 17, 2020, and requested approval of the "2020 SPP/SPPCRC Agreement" (July Agreement). The second Motion was filed August 10, 2020, and requested approval of the "SPPCRC Stipulation and Settlement Agreement" (August Agreement).

On September 1, 2020, the Commission conducted a hearing to consider the two Motions filed by Duke. Along with other SPP matters, the July Agreement contained a series of stipulations regarding the reasonable costs Duke should be permitted to recover through the SPPCRC in 2021. The Commission approved the July Agreement at the hearing, without objection from any party.

Counsel for Walmart presented argument in opposition to the August Agreement. Walmart objected to the August Agreement because it allows Duke to recover SPP costs from demand-metered customers through a \$/kWh energy charge. At the conclusion of the hearing, the Commission established a deadline for any party wishing to file a brief to do so. Duke, PCS, and Walmart timely filed post-hearing briefs. Having carefully reviewed the August Settlement Agreement, the testimony and exhibits entered into the record, and the parties' post-hearing briefs, the Commission found that it provided a reasonable resolution of these issues. The Commission approved the August Agreement as being in the public interest. The August Agreement resolved all remaining issues raised regarding Duke's 2021 SPPCRC cost and revenue requirements in the SPPCRC docket.

Florida Power & Light Company and Gulf Power Company

On July 27, 2020, Gulf and FPL submitted a Joint Motion for Expedited Approval of a Stipulation and Settlement Agreement in the Gulf and FPL SPP dockets and the SPPCRC docket (July Settlement Agreement). The Settlement Agreement signatories contended that it resolves all matters in the Gulf and FPL SPP dockets, and provided a partial resolution of Gulf and FPL's matters in the SPPCRC docket. The Gulf and FPL July Settlement Agreement was approved.

On August 27, 2020, a Joint Motion for Expedited Approval of a Stipulation and Settlement Agreement (August Agreement) was filed in the SPPCRC docket with respect to FPL and Gulf's requests for SPPCRC cost recovery. On October 6, 2020, the Commission conducted a hearing to consider the August Agreement. The proposed stipulations in the August Agreement resolved all remaining issues for FPL and Gulf in the SPPCRC docket.

Having carefully reviewed the August Agreement, the parties' arguments at hearing, and the testimony and exhibits entered into the record, the Commission found that the August Agreement provided a reasonable resolution of the issues and was approved.

Conservation Activities for Electric and Gas Utilities

The Florida Energy Efficiency and Conservation Act (FEECA), enacted in 1980, emphasizes reducing the growth rates of weather-sensitive peak demand, reducing and controlling the growth rates of electricity consumption, and reducing the consumption of scarce resources, such as petroleum fuels. During the 2008 legislative session, the Legislature amended FEECA to place greater emphasis on the pursuit, through utility sponsored incentives, of all cost-effective customer conservation and energy efficiency measures including demand-side renewable energy systems. Under FEECA, the FPSC must establish numeric conservation goals for each FEECA utility, at least every five years. FEECA goals were most recently set by the FPSC in 2019. At that time the Commission decided to continue the existing goals that



FEECA places emphasis on cost-effective customer conservation and energy efficiency measures.

were established in the 2014 goalsetting proceeding, and for the one applicable gas utility, Peoples Gas System (PGS), to establish goals based on its existing programs.

To implement the goals, each FEECA electric utility must file Demand-Side Management plans within 90 days of the final order outlining a set of programs for residential and commercial/industrial customers designed to meet the FEECA goals. In 2020, the Commission approved plans for all seven FEECA utilities (FPL, DEF, TECO, Gulf, FPUC, Orlando Utilities Commission and JEA), which will begin implementing the new and modified programs by the end of

the year. The Commission will review the DSM plan for PGS in 2021. The Commission also initiated a rulemaking process to review Rule, 25-17.0021, F.A.C., Goals for Electric Utilities, with a rule workshop scheduled for January 2021.

In 2020, the Commission evaluated each FEECA utility's achievements in meeting its established 2019 conservation goals. This evaluation was incorporated into the Commission's Annual Report on Activities Pursuant to the Florida Energy Efficiency and Conservation Act, which will be reviewed by the Commission in January 2021 before being submitted to the Governor and Legislature.

Each year, the Commission audits and evaluates these expenses and holds a full evidentiary hearing to determine the appropriate conservation cost recovery factor for customers' bills. In November 2020, the Commission set the 2020 conservation cost recovery factors for the electric IOUs, which range from \$0.90 to \$3.38 a month for a residential customer using 1,000 kWh. In addition, the Commission set the 2021 conservation cost recovery factors for the natural gas IOUs, which range from \$1.47 to \$11.47 a month for a residential customer using 20 therms.

Territorial Agreements & Disputes for Electric & Gas Utilities

Section 366.04, F.S., gives the Commission authority to approve territorial agreements and resolve service territory disputes between utilities. In 2020, the Commission approved territorial agreements between Sumter Electric Cooperative, Inc. (Sumter) and the City of Bushnell; between Sumter and Duke Energy Florida, LLC; between Sumter and Tampa Electric Company; between Florida Power & Light Company and JEA; between Duke Energy Florida, LLC and the City of Leesburg; between Florida Power & Light Company and Lee County Electric Cooperative; and between Peoples Gas System and the City of Leesburg.

Renewable Energy Initiatives

Renewable Energy Standard Offer Contracts

Section 366.91, F.S., requires the utilities subject to the Florida Energy Efficiency and Conservation Act to continuously provide a standard contract for purchasing capacity and energy from renewable energy resources. Contracts are filed annually on April 1 and are based on each fossil-fuel generating technology type in a utility's Ten-Year Site Plan. In 2020, the Commission approved standard contracts for each IOU for the purchase of renewable energy.

Currently, renewable energy facilities provide approximately 4,254 MW of firm and non-firm generation capacity, which represented 7.4 percent of Florida's overall generation capacity of 57,759 MW in 2019. Approximately 1,558 MW are considered firm, based on either operational characteristics or contractual agreement. Solar generation contributes approximately 1,012 MW to this total, based upon the coincidence of solar generation and summer peak demand. Firm renewable generation is relied on to serve customers and contributes toward the deferral of new fossil fueled power plant construction.

The remaining renewable generation produces energy on an as-available basis or for internal use (self-service). As-available energy is considered non-firm and is not counted on for reliability purposes; however, it contributes to the avoidance of burning fossil fuels in existing generators.



Self-service generation reduces demand on Florida's utilities.

Utility-Scale Solar Generation

As of 2019, there was approximately 1,809 MW of utility-scale solar installed in Florida. The Commission has approved cost recovery for approximately 1,500 MW of the total for FPL, DEF, and TECO under Solar Base Rate Adjustments (SoBRA) mechanisms included in each company's respective rate case settlements. Additional solar facilities approved in 2020 will add 596 MW. In March 2020, the Commission also approved FPL's SolarTogether Program, a utility-owned community solar program which is projected to add 1,490 MW of utility-scale solar capacity through 2022. The Commission is also reviewing a similar program proposed by DEF, Clean Energy Connection, which is projected to add 750 MW through 2022. The Commission held a hearing on the proposal on November 17, 2020, and will consider the program in January 2021.

Customer-Owned Renewables

In 2008, the Commission amended Rule 25-6.065, F.A.C., to facilitate customer-owned renewable generation by expanding the size of systems qualifying for expedited interconnection and establishing a requirement to allow net metering. The rule requires IOUs to offer a standard interconnection agreement with an expedited interconnection process and net metering for all types of customer-owned renewable generation up to 2 MW in capacity. The Florida Legislature extended net metering requirements to municipal and rural electric cooperative utilities as well. Customers benefit from renewable systems by reducing their energy purchases from the utility. Under the Commission's rule, net metering provides an additional benefit for IOU customers by allowing excess renewable energy production to be credited to monthly bills, thereby reducing future energy purchases from the utility.

Reports submitted in April 2020 by the IOUs and municipal and rural electric utilities show that the number of customers owning renewable generation systems in Florida continues to grow. In 2008, when the rule became effective, there were 577 customer owned renewable generation systems, which accounted for 3 MW of renewable capacity. At year end 2019, there were 59,508 customer-owned systems interconnected, amounting to approximately 514 MW of renewable capacity. The FPSC will continue to enforce existing renewable policies and explore additional policies to benefit Florida's consumers.

On September 17, 2020, the Commission conducted a workshop to discuss Rule 25-6.065, F.A.C. and the current state of customer-owned renewable generation in Florida. The workshop included presentations from FPSC staff, utility representatives, and solar industry representatives.

Electric Vehicle Master Plan

On March 11, 2020, the Florida Legislature enacted Section 339.287, Florida Statutes (F.S.), requiring the Florida Department of Transportation, in consultation with the Florida Public Service Commission and the Office of Energy in the Florida Department of Agriculture and Consumer Services, to coordinate, develop, and recommend a Master Plan for the development of electric vehicle charging station infrastructure along the State Highway System.

In order to develop the information required by Section 339.287, F.S., Commission staff held a workshop on October 21, 2020, to gather data from stakeholders in support of the Master Plan. Fifteen entities with roles in the EV charging supply chain filed pre-workshop comments with the Commission, as well as taking part in the workshop. Commission staff have also worked closely with staff at the Florida Department of Transportation and the Office of Energy to develop the required analysis. The plan is due to the Governor, the President of the Senate, and the Speaker of the House of Representatives by July 1, 2021. As required by the statute, a progress report was filed with the Governor, the President of the Senate, and the Speaker of the House of Representatives on December 1, 2020.

TELECOMMUNICATIONS



Wholesale service quality is measured in such areas as ordering, provisioning, and repair timeliness.

ILEC Wholesale Performance Measures

The Commission is responsible for ensuring that incumbent local exchange carriers (ILECs) are meeting their obligation to provide unbundled access, interconnection, and resale to competitive local exchange companies (CLECs) in a nondiscriminatory manner. To ensure that ILECs are meeting their obligations, the Commission adopted wholesale performance measurement plans for the three largest ILECs operating in Florida: AT&T, CenturyLink, and Frontier. The plans establish a minimum level of acceptable wholesale service quality that the three ILECs must provide to the CLECs.

Each ILEC furnishes monthly performance reports to the Commission for review and assessment. Commission staff applies trending analysis to detect and correct any degradation in the quality of wholesale service provided to CLECs.

Intercarrier Relations and Rulemakings

The FPSC is authorized by state and federal law to arbitrate and enforce interconnection agreements (ICAs). When carriers cannot agree to the terms or an interpretation of their ICA, they file a complaint with the FPSC for dispute resolution. Often during this process, the FPSC will facilitate an agreement among the parties, and their complaint will be withdrawn.

In 2020 the FPSC conducted rulemakings regarding certificate holder information, competitor certification, and Lifeline Assistance.

Numbering Resources

The FPSC is responsible for determining the appropriate form of area code relief when telephone numbers exhaust within an area code. While there are a number of methods available to handle area code exhaust issues, an overlay has been the preferred method. An overlay adds a new area code to the same geographic area served by the area code requiring relief. This results in the assignment of more than one area code to the same Numbering Plan Area (NPA). Current customers keep their existing area code and number; however, new customers or customers adding additional lines receive the new area code. Once an overlay is implemented, the FCC requires 10-digit dialing for all local calls within the NPA.

In 2020, the Commission approved an overlay relief plan for the 813 area code to be implemented in November 2021. This area code serves all of Hillsborough County, the City of Oldsmar in Pinellas County, and the central and southeastern portions of Pasco County. The new area code for the 813 NPA will be 656.

Lifeline Assistance for Low-Income Consumers

The Tele-Competition Innovation and Infrastructure Enhancement Act of 2003 requires that a statewide cooperative effort support the Lifeline Assistance (Lifeline) program in Florida. As part of the federal Universal Service Program, Lifeline is designed to make telecommunications services more affordable for low-income households. This is done by providing up to a \$9.25 discount on monthly phone or broadband bills. Alternatively, consumers can choose to receive a free cell phone with at least 1,000 minutes or a combination of minutes and data. However, eligible consumers can only receive one Lifeline-supported service per household.

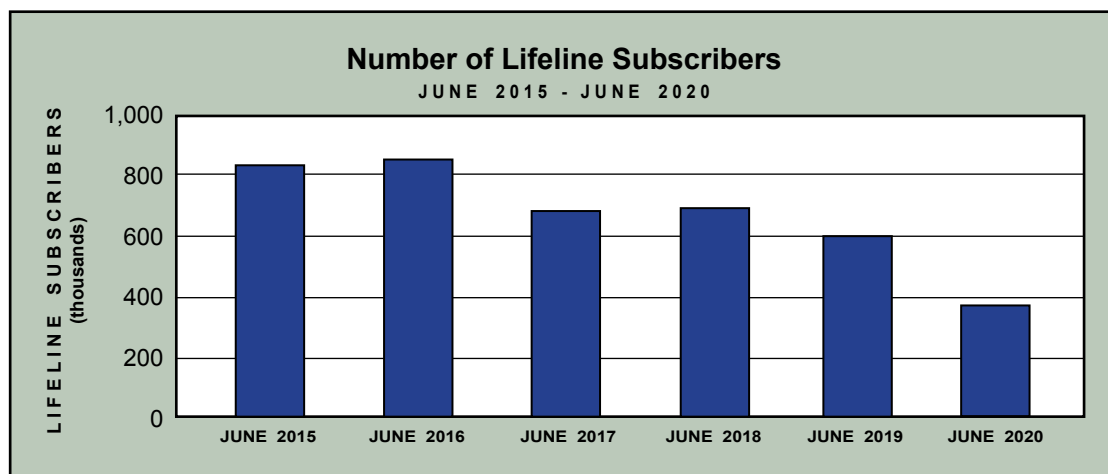
In December 2019, the lifeline reimbursement for voice-only customers was reduced to \$7.25 a month, as part of the FCC's 2016 Lifeline Modernization Order (Order). Beginning on December 1, 2020, support for voice-only service was further reduced to \$5.25, and will ultimately be eliminated on December 1, 2021.

In the Order, the FCC also charged the Universal Service Administrative Company (USAC) with the establishment of a single system of Lifeline subscriber verification, known as the National Lifeline Eligibility Verifier (National Verifier). On December 31, 2019, USAC completed their final launch, encompassing all 50 states, as well as all U.S. territories into the National Verifier. Upon inception into the National Verifier, states entered a soft launch period in which usage of the National Verifier was encouraged, but was not mandatory, to determine customer eligibility for the Lifeline program. During the soft launch period, carriers were still able to determine customer eligibility using previously acceptable processes. Upon entering hard launch status, use of the National Verifier to determine eligibility becomes mandatory. On March 24, 2020, Florida entered hard launch of the National Verifier.

Dozens of local, state, and federal agencies, organizations and businesses, and 18 telecommunications companies were involved in the collaborative effort to increase awareness and participation in the Lifeline program in 2020. Promotional activities in 2020 featured National Consumer Protection Week and ongoing efforts to increase awareness and enrollment in the Lifeline program. Each month, the FPSC sends a cover letter and informational packet to two organizations to encourage continued Lifeline outreach to their eligible clientele.

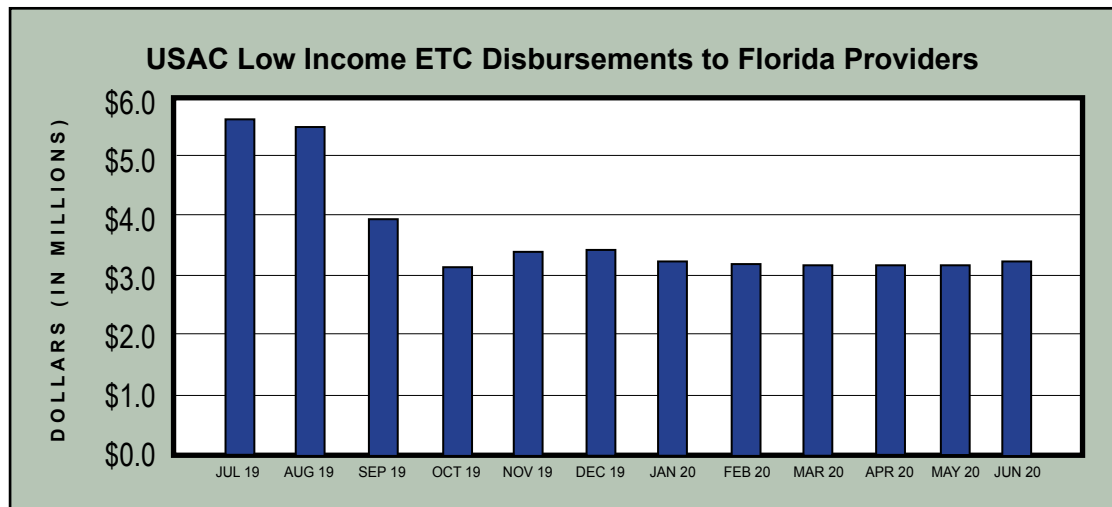
National Lifeline Awareness Week is observed each September (September 14-18, 2020). "Stay Connected Florida!" was the slogan for Florida's 2020 Lifeline Awareness Week (LAW). In addition to increasing awareness among eligible citizens, this year's LAW continued educating residents about the discount on voice and broadband services. This year, Florida's outreach focused on the eight senior centers in Volusia County and the Tallahassee Senior Center. With in-person events cancelled due to the pandemic, FPSC representatives distributed information to seniors and answered questions with the help of the senior services coordinators.

As of June 2020, 371,180 Florida households participated in the Lifeline Program. The five companies with the highest Lifeline enrollment in Florida were Assurance Wireless, SafeLink Wireless, Access Wireless, T-Mobile, and CenturyLink, collectively serving 99 percent of Florida Lifeline customers. The following table shows the number of Lifeline subscribers from June 2015 through June 2020.



Source: Industry Responses to FPSC Data Requests (2015-2020)

The following table shows the USAC's Florida Lifeline disbursements for the 12-month period ending June 2020. The amount disbursed totaled \$44,309,196, an average of \$3.7 million per month. These amounts also include support corrections or true-ups from prior months when errors are made.



Source: USAC Disbursements Florida July 2019-June 2020

To prevent a Lifeline subscriber from receiving duplicate Lifeline benefits, USAC established a National Lifeline Accountability Database to determine if a prospective subscriber is already receiving Lifeline support from another eligible telecommunications carrier (ETC). FPSC staff has read-only access to the NLAD database and can use the information generated by the reports for Lifeline customer issues.

Additional information about the FPSC's 2020 Lifeline activities and a complete list of the Lifeline Partners assisting with promotional efforts are available in the FPSC's report, *Number of Customers Subscribing to Lifeline Service and the Effectiveness of Procedures to Promote Participation*. A printed copy of the report may be requested from the FPSC or accessed on the FPSC website under the Publications tab/Reports and Other Resources/Telecommunications at this link: <http://www.floridapsc.com/Files/PDF/Publications/Reports/Telecommunication/LifelineReport/2020.pdf>.

Actions Taken by the FPSC

The FPSC continues to enforce safeguards to prevent waste, fraud, and abuse of the federal Universal Service Fund (USF) and takes appropriate action when necessary. The FPSC monitors Lifeline disbursements from the USF monthly to determine if reported and reimbursed funds are consistent with the number of actual Lifeline customers.

Stemming from a complaint received by FPSC staff, an investigation into the service offerings of Tele Circuit Network Corporation (Tele Circuit) was launched on May 21, 2019. The complaint involved a customer that had been denied the Lifeline benefit for wireline service but was told that the customer could receive the benefit on what was being referred to as a "wireless homephone." Tele Circuit's ETC designation established Tele Circuit as a wireline ETC, capable of providing Lifeline service only using wireline technology for reimbursement from USAC.

Upon further investigation into Tele Circuit's operations, staff was made aware of a pending Notice of Apparent Liability for Forfeiture from the FCC against Tele Circuit for unauthorized switching of customer's underlying service provider and unauthorized charges being placed on customer bills, assessing a fine against the carrier of \$5.3 million dollars.

By claiming Lifeline Program reimbursement for customers receiving service through unauthorized technology, and by displaying questionable managerial capability, on November 22, 2019, Tele Circuit was ordered by the FPSC to show cause in writing as to why the company's ETC designation and Certificate of Authority should not be revoked. Due to the company's non-response, on December 17, 2019, Tele Circuit's ETC designation and Certificate of Authority were revoked.

FPSC staff contacted former Tele Circuit Lifeline customers to ensure they did not experience any disconnection of Lifeline service. A letter was mailed that explained the outcome of the revocation Order, how that would affect their current Lifeline service, and explained the customers' options for alternative Lifeline providers serving the areas in which they live.

Florida Relay Service

Section 427.704, F.S., charges the Commission with overseeing the administration of a statewide telecommunications access system which provides traditional Telecommunications Relay Services (TRS) and Captioned Telephone Service (CapTel) to Floridians who are deaf, hard-of-hearing, or speech impaired.

Traditional TRS and CapTel facilitate telephone calls between people with hearing loss or speech disabilities and other individuals by using special equipment and a communications assistance operator to relay information. A monthly bill surcharge of up to \$.25 per landline telephone funds the distribution of specialized telecommunications devices and intrastate relay service. The current surcharge is \$.10 per landline telephone.

In 2017, the contract for the provision of relay service was due for renewal. The FPSC oversaw the bidding process and awarded the contract to Sprint, which began in March 2018. The contract was awarded for a period of three years, with options to extend the contract for four additional one-year periods upon mutual consent by the FPSC and Sprint. In January 2020 Sprint provided advanced notice to the FPSC of its desire to extend the contract for the first one year extension option. The FPSC and Sprint mutually agreed to the extension from March 1, 2021 through February 28, 2022, pursuant to the existing rates, terms and conditions.

FEDERAL ACTIVITY

Energy

The FPSC actively monitors federal energy-related issues, including Congressional legislation and activities at the Federal Energy Regulatory Commission (FERC) and the U.S. Environmental Protection Agency (EPA). Section 366.015, F.S., directs the Commission to maintain a liaison with federal agencies whose policy decisions and authority affect electric and gas utilities under the Commission's jurisdiction. Active participation in federal agency processes is encouraged to convey the Commission's policy positions in order to provide more efficient regulation. During 2020, the Commission monitored actions by the FERC on electric utility transmission planning compliance filings and other rulemaking activities. Also, the Commission continued its review of activity related to the EPA's 2019 rules on carbon emissions from existing and new electric generating units including appellate court actions.

Telecommunications

The FPSC actively monitors federal telecommunications issues. Section 364.012, F.S., encourages participation in federal agencies' cases that might affect Florida consumers to convey the FPSC's policy positions. The Commission files comments with the FCC in response to actions that can affect Florida citizens, as well as periodically informing the Florida Congressional delegation and other affected state agencies on federal issues. Areas of particular emphasis include proceedings relating to the federal USF, intercarrier compensation, and telephone relay. Each of these areas can and do have substantial financial impacts on Florida carriers and telecommunications consumers. For example, Florida is the third largest net contributor state to the USF, and the FPSC has consistently taken positions before the FCC to reduce and/or limit growth of the fund's size. In addition to these issues, the FPSC monitored several FCC proceedings, including net neutrality and carrier responses to hurricane outages.

WATER & WASTEWATER

Water & Wastewater Rate Cases

Depending on the utility's request, water and wastewater rate cases are processed as staff assisted rate cases, limited alternative rate increase cases, limited proceedings, or file and suspend rate cases. In 2020, the Commission processed three staff assisted rate cases and one limited alternative rate increase cases pursuant to Section 367.0814, F.S. The Commission also processed two file and suspend rate cases requested by larger water and wastewater companies.

In 2020, staff continued to perform its normal surveillance of the earnings levels of water and wastewater companies regulated by the FPSC. There is one utility identified for potential overearnings that is still under review.

Water & Wastewater Certification Cases

In 2020, the Commission received applications for original certificates from Okaloosa Waterworks, Inc., Gibson Place Utility Company, LLC, and Environmental Utilities, LLC, as well as one grandfather certificate from Lake Talquin Waterworks, Inc. The Commission received two applications for amendments to certificates from South Sumter Utility Company, LLC and Crooked Lake Park Sewerage Company. However, Crooked Lake Park Sewerage Company withdrew its amendment application and subsequently filed a notice of abandonment. The Commission also received a request for cancellation of a certificate from Sun Communities Finance, LLC d/b/a Water Oak Utility.

The Commission received one application for transfer of majority organizational control in 2020 involving Ni Florida, LLC from Ni Pacolet Milliken Utilities, LLC to Florida Utility Systems, Inc. In Addition, applications for the transfer of authority included Central Sumter Utility Company, LLC to North Sumter County Utility Dependent District and Indiantown Company, Inc. to Village of Indiantown.



Organization

Description of the FPSC's divisions and offices and their functions.

The Commission consists of five members appointed by the Governor and confirmed by the Senate. Commissioners serve four-year terms, as provided in Chapter 350, F.S.

Commissioners are selected for their knowledge and experience in one or more fields substantially related to the duties and functions of the Commission. These fields include economics, accounting, engineering, finance, natural resource conservation, energy, public affairs, and law.

Created by the Florida Legislature in 1887, the FPSC was originally called the Florida Railroad Commission and primarily regulated railroad passenger and freight rates and operations. As Florida grew, the Commission's purpose expanded.

- In 1911, the Legislature added regulation of telephone and telegraph companies.
- In 1929, jurisdiction was granted over motor carrier transportation.
- In 1951, the Commission began regulating investor-owned electric companies.
- In 1952, jurisdiction was extended to the regulation of natural gas utilities.
- In 1959, the Commission began regulating privately owned water and wastewater systems.

The Commission's divisions and offices are described in the next section, concluding with a list of all past and present Florida Public Service Commissioners.



KEITH HETRICK
GENERAL
COUNSEL

The **Office of General Counsel** provides legal counsel to the Commission on all matters under the Commission's jurisdiction. This office also supervises the procedural and legal aspects of all cases before the Commission. In addition, this office assists in responding to inquiries from the Legislature.

The office is responsible for defending Commission orders on appeal, for defending Commission rules challenged before the Division of Administrative Hearings, and for representing the Commission before state and federal courts. To assist FPSC offices and divisions, this office offers support in making filings with, or presentations to, other federal, state, or local agencies. The office advises in the promulgation of rules and attends or conducts rulemaking hearings at the Commission's direction. It also reviews procurement contracts; counsels the Commission on ethics, personnel, contractual, public records, and other administrative legal matters; and offers mediation services to parties in Commission proceedings.

In cases involving evidentiary hearings before the Commission or an Administrative Law Judge, the office is responsible for conducting discovery, presenting staff positions and testimony, and cross-examining other parties' witnesses. In conjunction with the appropriate technical staff, this office prepares recommendations to the Commission and prepares written Commission orders.



ASHLEY CLARK
INSPECTOR
GENERAL

The **Office of Inspector General** is established by law to provide a central point for coordinating activities that promote accountability, integrity, and efficiency in government. The office reports directly to the Chairman, and its responsibilities include conducting internal audits and investigations, assessing the validity and reliability of data and information produced by the Commission, and coordinating external audits and reviews of the Commission by the Auditor General and others.

The office also monitors corrective actions to address identified deficiencies. These activities help management ensure that Commission programs perform as intended and that fraud or abuse is detected and eliminated.



BOBBY MADDOX
DIRECTOR

ADMINISTRATIVE DIVISIONS & OFFICES

The **Division of Administrative & Information Technology Services** assists in preparing the Commission's *Legislative Budget Request*, monitors the operating and non-operating budgets, and assists in preparing budget amendments as necessary.

The *Fiscal Services Section* handles the payment of all vendor invoices, processes travel reimbursement to staff, and prepares checks for deposit to financial institutions.

The *Human Resources Section* administers the agency's human resources program, including recruitment, selection, classification and pay, attendance and leave, performance evaluations, training and staff development, employee relations, payroll, insurance, and other employee benefit programs.

The *General Services Section* supports imaging, duplicating, mail distribution, audiovisual, hearing and conference room operations, and fax systems. This section is also responsible for all agency purchasing, security and safety issues, leasing, surplus property, and fleet management.

The *Bureau of Information Technology Services* monitors and evaluates the information processing and telephony needs of the FSPC, proposing

enhancements to information processing resources to management and providing technical support services. Additionally, the bureau manages the agency-wide, administrative procedures manual and forms inventory/tracking processing.



ADAM TEITZMAN
DIRECTOR

The **Office of Commission Clerk**, the official keeper of the Commission's public records, is responsible for coordinating public record requests. It records, prepares, and maintains transcripts of Commission Conferences, Internal Affairs meetings, hearings, and workshops. The office is authorized to issue subpoenas in proceedings before the Commission and is responsible for preparing, certifying, and transmitting records on appeal to the upper tribunal. The Commission Clerk, designated as the Agency Clerk and the Records Management Liaison Officer, coordinates the FPSC's records management program, is responsible for issuing non-Commissioner signed orders and notices, and, as the custodian of records, certifies copies of official filings.

The *Documents and Case Management Section* accepts and processes filings and maintains the official docket by ensuring the integrity, timeliness, and availability of filings in the Case Management System (CMS) and on the FPSC website. It is responsible for managing and coordinating the establishment of new dockets, issuance of orders and notices to parties and interested persons, case closure, and preparation of statistical and management reports. This section responds to information requests, invoices for services and, upon applicable payment, provides the responsive documents. It maintains the *Master Commission Directory* (MCD) of utilities and provides notification to Commission employees regarding the adoption of new or amended rules. This section also administers the records management program and activities.

The *Events and Hearing Reporting Section* prepares and notices events such as Commission Conferences, Internal Affairs meetings, hearings, prehearings, workshops, and rulemaking in the Florida Administrative Register. This section prepares the FPSC's Schedule of Live Events from the established Commission calendar and provides support staff to record these events.



DALE MAILHOT
DIRECTOR

The **Office of Auditing & Performance Analysis** conducts audits and reviews in all industries.

The *Performance Analysis Section* conducts utility management and operational audits and identifies areas for improvement. These audits may be limited to one company or conducted on a comparative basis between several companies. Areas for investigation may include internal controls, process or procedure analysis, construction project management, quality assurance, service quality, and rule compliance. Special investigations are also conducted relating to allegations of utility fraud, mismanagement, and other whistleblower complaints.

The *Bureau of Auditing* is responsible for audits and reviews in all industries. The types of audits and reviews performed include financial, compliance, billing, and verification. The auditors conduct examinations of utility-related financial and operating records and provide an independent verification of the supporting documentation for any statements or filings made by regulated companies. Financial audits are conducted in conjunction with utilities' requests for rate increases through rate cases or the annual cost recovery clauses to ensure ratepayers only pay for prudently incurred expenses. This bureau conducts financial audits from three district offices in Tallahassee, Miami, and Tampa.



CINDY MUIR
DIRECTOR

The **Office of Consumer Assistance & Outreach** is the Commission's liaison with the public and the media. Providing effective consumer assistance and education, the *Bureau of Consumer Assistance* receives, processes, and resolves consumer complaints and informal disputes between customers and utilities. Consumers may file complaints via a toll-free telephone number or online and by mail, fax, or e-mail. In addition to helping resolve complaints, the bureau provides consumer information about utility payment plans, statutes and rules governing utility companies, and the status of pending cases before the FPSC.

By producing and distributing the agency's news releases and maintaining familiarity on a broad array of dockets, issues, and related activities affecting consumers or having media interest, the Outreach Section ensures that timely, accurate information is disseminated to the public. This section handles media inquiries, plans and schedules monthly outreach events, and also participates in community meetings, consumer forums, and customer meetings and hearings by presenting agency information and distributing a variety of consumer publications, including information on the Lifeline Assistance program.

Other office responsibilities include selecting locations and coordinating logistics for customer service hearings, handling consumer outreach and media at customer meetings and service hearings, updating information and processing submissions to the agency's website, and, when needed, managing incoming calls to the Commission Suite.

The office also coordinates and produces several FPSC reports and publications, including the *FPSC Annual Report*, *Comparative Rate Statistics*, *Facts & Figures of the Florida Utility Industry*, *The Statement of Agency Organization & Operations*, *Inside the PSC*, and the quarterly *Consumer Connection E-Newsletter*.

TECHNICAL DIVISIONS & OFFICES



ANDREW MAUREY
DIRECTOR

The **Division of Accounting & Finance** reviews the revenue requirements of rate base regulated electric, natural gas, and water and wastewater utilities and monitors earnings for these industries through reviews of surveillance filings and utility annual reports. The division manages the utilities' annual report process including all mailings, extensions, filings, delinquency notices, penalty letters, and show cause recommendations.

The division is also responsible for processing requests for base rate changes requested by electric, natural gas, and water and wastewater utilities, as well as Commission-initiated overearnings investigations. Processing base rate change requests includes analyzing filings, expert testimony, and exhibits; developing interrogatories and production of documents requests; preparing cross-examination questions; presenting staff testimony; holding customer meetings; and presenting recommendations to the Commission, including a recommended return on equity. The division is also responsible for reviewing storm cost recovery petitions, evaluating petitions for regulatory assets, and assessing the revenue requirement effect of tax law changes on regulated electric, natural gas and water and wastewater utilities. Water and wastewater utilities' requests for index and pass through rate adjustments and staff assisted rate cases are also processed by the division.

In addition, the division makes recommendations to the Commission on annual fuel cost recovery clause petitions filed by electric utilities. Recommendations are provided on fuel costs, purchased power costs, and capacity costs. The division also monitors monthly electric utilities' fuel costs.

Other responsibilities include processing petitions for the securitization of Commission-approved costs related to storm damage, processing applications

from investor-owned natural gas and electric utilities regarding allowance for funds used during construction and security issuances, evaluating requests for corporate undertakings, analyzing income tax issues, and calculating the interest on refunds.



TOM BALLINGER
DIRECTOR

The **Division of Engineering** is responsible for providing recommendations pertaining to technical issues coming before the Commission. Issues may include evaluation of engineering capital cost estimates and actual utility plant expenditures, determination of annual revenue requirements and life cycle costs, establishment of adequate margins of reserve, and analysis of operating and maintenance costs. Additionally, the division is responsible for cost-effectiveness determinations, taking into consideration the impacts on Florida's consumers, regulated industries, and the regulatory environment.

All docketed and undocketed matters involving the engineering and safety aspects of Florida's electric, natural gas, and water and wastewater utilities within the Commission's jurisdiction are the division's responsibility. The division has primary responsibility for programs such as the Ten-Year Site Plans, conservation goals and programs, cogeneration and renewable generation contract approvals, modifications and buyouts, and bulk power interconnection standards. The division also coordinates issue resolutions pertaining to storm hardening, construction standards, meter accuracy and testing, electric and gas pipeline safety, emergency planning and operations, water and wastewater margin of reserve, and used and useful determinations.

The division annually prepares the *Review of Ten-Year Site Plans* and the *Review of Florida's Investor-Owned Electric Utilities Service Reliability Reports*. The division is also responsible for staffing the Emergency Support Function 12 in the Emergency Operations Center to provide outage and restoration information regarding electric and natural gas service during a state of emergency.



JUDY HARLOW
DIRECTOR

The **Division of Economics** provides recommendations to the Commissioners on the design and application of retail rates and tariffs for all electric, natural gas, and water and wastewater utilities subject to the Commission's jurisdiction. In addition, the division provides primary technical support for all cases involving territorial agreements or disputes for electric and natural gas utilities.

Reviewing the development and application of depreciation rates and practices for inclusion in base rate revenue requirements is another division function. On a rotating basis, the division is also responsible for processing requests for base rate changes requested by electric, natural gas, and water and wastewater utilities. The division is also responsible for reviewing periodic nuclear decommissioning studies submitted by electric utilities owning nuclear power plants.

In addition to rate and tariff matters, the division provides econometric and statistical analyses, including forecasts and other statistical projections, for all investor-owned regulated industries. The division also prepares a *Statement of Estimated Regulatory Cost (SERC)*, required by statute for all proposed and revised administrative rules. SERCs evaluate the costs and benefits of the proposed rule change, including analyses on the public and business sectors. In addition, the division reviews investor-owned electric utilities' *Load Research Sampling Plans*.

The division has primary responsibility for preparing the annual *Florida Energy Efficiency and Conservation Act Report* and that portion of the *Review Ten-Year Site Plan* that addresses the adequacy of electric utilities' load and energy forecasts. In addition, the division has primary responsibility for three annual cost recovery clause proceedings. In these proceedings, investor-owned utilities are

allowed to recover dollar-for-dollar reasonable and prudent costs related to: (1) electric utility conservation programs, (2) natural gas utility efficiency programs, and (3) natural gas utility gas commodity and transportation. The division also assists the Division of Engineering in proceedings and recommendations to the Commission regarding conservation goals, plans, and programs.



CAYCE HINTON
DIRECTOR

The **Office of Industry Development & Market Analysis** is responsible for the critical assessment of the evolving utility industry and development of strategies that most benefit Florida's residents. The office analyzes developing policies and prepares recommendations for implementing state and federal laws, including strategy alternatives for consideration by the Commission. The office serves as a technical liaison with the Florida Legislature and state agencies, including the Florida Department of Agriculture and Consumer Services' Office of Energy. Also, the office monitors and advises the Commission on Congressional activities and federal agency actions that may impact Florida consumers and utilities, including the Federal Energy Regulatory Commission, the Environmental Protection Agency, the Nuclear Regulatory Commission, and the Federal Communications Commission. The office provides support to Commissioners for NARUC activities pertaining to energy, spent nuclear fuel, environmental regulations, energy efficiency, renewables, and telecommunications, as well as technical support to other staff in docketed and undocketed matters.

The office participates in special studies concerning energy policy, develops discussion papers, analyzes alternative regulatory approaches, and prepares technical analyses of special projects for all industries. The office analyzes policy relating to the adequacy, quality, and affordability of Florida's water resources and analyzes issues affecting the water and wastewater industry.

The office also handles issues that involve the wholesale oversight of the wireline telecommunications industry. The office is responsible for facilitating dispute resolutions between carriers about local interconnection agreements and other wholesale issues. Companies entering an agreement can either negotiate between the parties or have the FPSC arbitrate unresolved operational issues. Once an interconnection agreement is executed, the parties may come to the FPSC to resolve a dispute of contract language interpretation. The office also processes cases involving area code relief, number conservation plans, number resource reclamation, local number portability, and other numbering issues.

Florida's Lifeline Assistance Program, which provides discounted telecommunications services to low-income consumers, is monitored and the office addresses issues related to Lifeline and provides recommendations on eligible telecommunications carrier designations. The office also oversees the Florida Relay Program, which provides telecommunications services for the deaf and hard of hearing, and facilitates the resolution of consumer complaints relating to Lifeline, Telephone Relay, and payphones.

All certification filings are processed, along with the related administrative functions for all telecommunication companies and pay telephone providers. The office processes local telephone service providers' schedules of rates and terms, if filed with the FPSC, and negotiated agreements. The office monitors company compliance with various FPSC rules and initiates action if warranted. The office also acts as the FPSC's technical liaison with the Federal Communications Commission.

The office prepares a number of annual publications for the Commission, including: *The Status of the Telecommunications Access System Act of 1991*; *Report on the Status of Competition in the Telecommunications Industry*; *Florida Lifeline Assistance*; *Report on the Efforts of the Florida Public Service Commission to Reduce the Regulatory Assessment Fee for Telecommunications Companies*; *Net Metering Report*; *Statistics of the Florida Utility Industry*; and *Long Range Program Plan*.

FPSC COMMISSIONER HISTORY

Commissioner	Years Served	Replaced By	Appointed By
George G. McWhorter	08/17/1887 - 06/13/1891		
E.J. Vann	08/17/1887 - 06/13/1891		
William Himes	08/17/1887 - 06/13/1891		

The Commission was abolished by the Legislature in 1891, and recreated in 1897

R.H.M Davidson	07/01/1897 - 01/03/1899	John L. Morgan	
John M. Bryan	07/01/1897 - 01/06/1903	Jefferson B. Brown	
Henry E. Day	07/01/1897 - 10/01/1902	R. Hudson Burr	
John L. Morgan	01/03/1899 - 01/08/1907	Royal C. Dunn	
R. Hudson Burr	10/01/1902 - 01/04/1927	R.L. Eaton	
Jefferson B. Brown	01/06/1903 - 01/08/1907	Newton A. Blitch	
Newton A. Blitch	01/08/1907 - 10/30/1921	A.D. Campbell	
Royal C. Dunn	01/04/1909 - 01/04/1921	A.S. Wells	
A.S. Wells	01/04/1921 - 12/16/1930	L.D. Reagin	
A.D. Campbell	11/12/1922 - 02/10/1924	E.S. Mathews	
E.S. Mathews	02/25/1924 - 01/16/1946	Wilbur C. King	
R.L. Eaton	01/04/1927 - 02/27/1927	Mamie Eaton-Greene	
Mamie Eaton-Greene	02/27/1927 - 01/08/1935	Jerry W. Carter	
L.D. Reagin	12/16/1930 - 07/06/1931	Tucker Savage	
Tucker Savage	07/06/1931 - 01/03/1933	W.B. Douglass	
W.B. Douglass	01/03/1933 - 08/04/1947	Richard A. Mack	
Jerry W. Carter	01/08/1935 - 01/05/1971	William H. Bevis	
Wilbur C. King	01/08/1947 - 07/18/1964	William T. Mayo	
Richard A. Mack	09/15/1947 - 01/05/1955	Alan S. Boyd	
Alan S. Boyd	01/05/1955 - 12/01/1959	Edwin L. Mason	
Edwin L. Mason	12/01/1959 - 01/06/1969	Jess Yarborough	
William T. Mayo	09/01/1964 - 12/31/1980	Katie Nichols	Graham*
Jess Yarborough	01/06/1969 - 01/02/1973	Paula F. Hawkins	
William H. Bevis	01/05/1971 - 01/03/1978	Robert T. Mann	
Paula F. Hawkins	01/02/1973 - 03/21/1979	John R. Marks, III	
Robert T. Mann***	01/04/1978 - 01/03/1981	Susan Leisner	Graham**

The Commission became appointive January 1, 1979

Joseph P. Cresse***	01/02/1979 - 12/31/1985	John T. Herndon	Askew/Graham
Gerald L. Gunter***	01/02/1979 - 06/12/1991	Susan F. Clark	Askew/Graham/PSC Nominating Council
John R. Marks, III***	03/22/1979 - 03/02/1987	Thomas M. Beard	Graham**
Katie Nichols***	01/02/1981 - 01/03/1989	Betty Easley	Graham
Susan Leisner	02/16/1981 - 04/02/1985	Michael McK. Wilson	Graham
Michael McK. Wilson***	07/12/1985 - 11/22/1991	Luis J. Lauredo	Graham/Martinez
John T. Herndon	01/07/1986 - 04/17/1990	Frank S. Messersmith	Graham
Thomas M. Beard***	03/03/1987 - 08/13/1993	Diane K. Kiesling	Martinez
Betty Easley	01/03/1989 - 01/05/1993	Julia L. Johnson	Martinez
Frank S. Messersmith	06/19/1990 - 02/05/1991	J. Terry Deason	Martinez
J. Terry Deason***	02/06/1991 - 01/01/2007	Ken Littlefield	PSC Nominating Council/Chiles/Bush
Susan F. Clark***	08/15/1991 - 07/31/2000	Michael A. Palecki	Chiles/Bush
Luis J. Lauredo	01/23/1992 - 05/16/1994	Jose "Joe" Garcia	Chiles
Julia L. Johnson***	01/05/1993 - 11/15/1999	Lila A. Jaber	Chiles
Diane K. Kiesling	12/07/1993 - 01/05/1998	E. Leon Jacobs, Jr.	Chiles
Jose "Joe" Garcia***	08/19/1994 - 06/30/2000	Braulio L. Baez	Chiles
E. Leon Jacobs, Jr.***	01/06/1998 - 01/07/2002	Rudolph K. "Rudy" Bradley	Chiles
Lila A. Jaber***	02/29/2000 - 12/02/2004	Lisa Polak Edgar	Bush
Braulio L. Baez***	09/01/2000 - 01/01/2006	Katrina J. Tew	Bush
Michael A. Palecki	12/19/2000 - 01/06/2003	Charles Davidson	Bush
Rudolph K. "Rudy" Bradley***	01/02/2002 - 01/01/2006	Matthew M. Carter II	Bush
Charles M. Davidson	01/07/2003 - 06/01/2005	Isilio Arriaga	Bush
Lisa Polak Edgar***	01/02/2005 - 01/01/2017	Donald J. Polmann	Bush/Crist/Scott
Isilio Arriaga	10/06/2005 - 01/31/2007	Nathan A. Skop	Bush
Matthew M. Carter II***	01/02/2006 - 01/01/2010	Ben A. "Steve" Stevens III	Bush
Katrina J. McMurrrian	01/02/2006 - 10/05/2009	David E. Klement	Bush
Ken Littlefield	01/02/2007 - 01/31/2007	Nancy Argenziano	Bush
Nancy Argenziano***	05/02/2007 - 10/12/2010	Eduardo E. Balbis	Crist
Nathan A. Skop	05/02/2007 - 01/01/2011	Julie I. Brown	Crist
David E. Klement	10/22/2009 - 05/30/2010	Art Graham	Crist
Ben A. "Steve" Stevens III	01/02/2010 - 05/30/2010	Ronald A. Brisé	Crist
Art Graham***	07/16/2010 - 01/01/2022		Crist/Scott
Ronald A. Brisé***	07/23/2010 - 01/01/2018	Andrew Giles Fay	Crist/Scott
Eduardo E. Balbis	11/24/2010 - 01/01/2015	Jimmy Patronis	Crist/Scott
Julie I. Brown***	01/02/2011 - 01/01/2023		Crist/Scott
Jimmy Patronis	01/02/2015 - 06/25/2017	Gary F. Clark	Scott
Donald J. Polmann	01/02/2017 - 01/01/2021	Mike La Rosa	Scott
Gary F. Clark***	09/15/2017 - 01/01/2023		Scott
Andrew Giles Fay	02/02/2018 - 01/01/2022		Scott
Mike La Rosa	01/02/2021 - 01/01/2025		DeSantis

* 2 year initial term

** 3 year initial term

*** Served/serving as Chairman



FLORIDA
PUBLIC
SERVICE
COMMISSION

CONTACT INFORMATION

The Florida Public Service Commission's (FPSC or Commission) responsibilities in utility regulation directly affect the public. The FPSC welcomes requests for information about utility regulation or utility-related matters. Inquiries may be made in writing to the address below or by telephone, e-mail, or fax.

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2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Toll-Free: 1-800-342-3552 (Nationwide)
Toll-Free Fax: 1-800-511-0809 (Florida)

E-mail: contact@psc.state.fl.us
Website: www.FloridaPSC.com
Follow us on Twitter: @FloridaPSC

(Detailed telephone contact information is available at
<http://www.floridapsc.com/AboutPSC/PhoneDirectory>.)