



KNOW YOUR FLORIDA PUBLIC SERVICE COMMISSION

Matthew M. Carter II, Commissioner

Where to Find Help in Florida

“Who am I, and why am I here?” My name is Matthew M. Carter II, and I was recently appointed by Governor Jeb Bush to serve a four-year term on the Florida Public Service Commission (PSC). The PSC is a five-member body that regulates the state’s investor-owned electric, gas, telecommunications, water and wastewater companies, and I am here on this Commission to serve the citizens of Florida while helping to ensure the safe, reliable and economical provision of some of our most basic necessities. I look forward to working with my fellow Commissioners, the Governor, the Legislature, and consumer advocates like the Office of Public Counsel, to meet Florida’s growing energy, water, and telecommunications challenges in the fairest way possible and at the most economical cost.

*Throughout the year I will be sending my column, **Know Your Florida Public Service Commission**, to publications in your area to help keep you informed about various utility topics that may be of interest. My goal is to assist you in making sound decisions about your telephone service, electric and gas service, and water and wastewater service. I am convinced that if we – government, industry, and citizens – can work together for the betterment of Florida, then our best days are ahead. In my term as a Commissioner, I will work diligently to strengthen our community network to provide you with up-to-date information and easier access to our agency. Consumer service is a very important part of the PSC’s overall mission, and I am interested in making sure consumers’ needs are met.*

I am pleased to offer my first column, “Where to Find Help in Florida,” and I look forward to providing similar columns in the future.

Do you know where to find help if you need it? Do you know who to call when you have questions or problems about your utility service? Do you know where to apply for aid if you or a loved one needs assistance with housing, food, or medical needs? The PSC has developed a publication

designed to help answer these questions. In today’s fast-paced, technology-driven world, finding assistance is often a challenge. The PSC’s publication, **Where to Find Help in Florida**, was published to make consumers’ search for help a little less challenging.

Where to Find Help in Florida provides an overview of the PSC and an explanation of how consumers can be assisted with their utility-related complaints. It also includes general information about the state of Florida’s electric and gas utilities and provides helpful tips on conservation. In addition to information about the PSC’s services, **Where to Find Help in Florida** offers information about various social-service agencies that can assist consumers with programs such as Earned Income Credit, Low-Income Home Energy Assistance Program (known as LIHEAP), Lifeline Assistance and Link-Up Florida Programs, and contacts for bill payment assistance.

Some additional services mentioned in **Where to Find Help in Florida** are Workers Compensation and Consumer Credit Counseling, a service providing low-cost assistance to those needing personal financial counseling. Many of the social services listed in **Where To Find Help in Florida** are in response to questions from consumers who have called the PSC looking for answers. To assist us by helping you further, please call our toll-free number at **1-800-342-3552** and request a free copy of the publication or if you need assistance regarding your telephone, electric, gas or water and wastewater services. You may also contact us via the Internet e-mail at contact@psc.state.fl.us, or visit the PSC’s Home Page at www.floridapsc.com.