

**Commission Clerk**

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**From:** Commission Clerk  
**Sent:** Monday, May 4, 2026 9:18 AM  
**Subject:** FPSC E - service of Docket Acknowledgement of Docket 20260072-OT  
**Attachments:** 20260072-OT Ack Ltr.pdf

Please find the acknowledgement for Docket No. 20260072-OT attached to this message.

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OFFICE OF COMMISSION CLERK  
ADAM J. TEITZMAN  
COMMISSION CLERK  
(850) 413-6770

# Public Service Commission

May 4, 2026

Kerry Lutz  
khl@kerrylutz.com

**Re: Docket No. 20260072-OT**

Dear Kerry Lutz

This will acknowledge receipt of the Petition to initiate rulemaking to require all Florida-licensed utilities to provide immediate live-agent access in automated telephone and artificial intelligence customer service systems, which was filed in this office on April 27, 2026, and assigned the above-referenced docket number. Appropriate staff members will be advised.

Mediation may be available to resolve any dispute in this docket. If mediation is conducted, it does not affect a substantially interested person's right to an administrative hearing. For more information, contact the Office of General Counsel at (850) 413-6199.

Sincerely,

A handwritten signature in black ink, appearing to read "Adam J. Teitzman".

Adam J. Teitzman  
Office of Commission Clerk

/ajt