

**Tristan Davis**

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**From:** Office of Chairman Smith  
**Sent:** Wednesday, May 6, 2026 11:21 AM  
**To:** Commissioner Correspondence  
**Subject:** Docket No. 20240099  
**Attachments:** 20240099-EI JCBOCC 5.1.26.pdf

Please place the attached in Docket No. 20240099.

Thank you!



# BOARD of COUNTY COMMISSIONERS

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Chairman, Florida Public Service Commission  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

April 22, 2026

**RE: Florida Public Utilities Company  
Service Deficiencies**


On behalf of the Jackson County Board of County Commissioners (JCBOCC) and the Citizens of Jackson County I am writing to express serious concerns regarding the declining quality of service provided to residents of Jackson County, Florida. Over the past several months, customers have experienced:

- Excessively long wait times when attempting to reach customer service by phone, often remaining on hold for extended periods, 1 to 2 hours or more, without resolution. This lack of accessibility is unacceptable for an essential service provider and leaves many residents without a reliable means to address urgent issues.
- Multiple instances of electrical service being disconnected without prior notice. Sudden loss of power places families, elderly residents, and individuals with medical needs at significant health and safety risk. Proper notification is not only a matter of courtesy but a fundamental responsibility of any utility provider. The absence of timely warnings demonstrates a troubling disregard for the well-being of the community.
- Company's limited physical presence and lack of meaningful engagement with customers in Jackson County have contributed to growing frustration and distrust.

Residents deserve a utility provider that is responsive, transparent, and committed to serving the communities that depend on it. The issues reported to the Florida Public Service Commission are not only service quality concerns, but also health and safety negligence.

On behalf of the JCBOCC and citizens of Jackson County it is requested the Commission review these issues and take appropriate action to ensure customers in our region receive the reliable, professional service, and eliminate health and safety concerns arising from service termination without notice.

Respectfully,

  
JAMEY WESTBROOK  
Chairman, Jackson County Board County Commission

Commissioners

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COMMISSION CONSUMER ASSISTANCE

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