

FLORIDA PUBLIC SERVICE COMMISSION

Item 4

VOTE SHEET

June 2, 2026

FILED 6/1/2026
DOCUMENT NO. 03230-2026
FPSC - COMMISSION CLERK

Docket No. 20260072-OT – 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, by Kerry Lutz.

Issue 1: Should the Commission grant the “Petition for Rulemaking to Require All Florida-Licensed Utilities to Provide Immediate Live-Agent Access in Automated Telephone and Artificial Intelligence Customer Service Systems” (Petition)?

Recommendation: No. The Commission should deny the Petition.

WITHDRAWN

Issue 2: Should this docket be closed?

Recommendation: Yes. If the Commission approves staff’s recommendation in Issue 1, this docket should be closed.

COMMISSIONERS ASSIGNED: All Commissioners

COMMISSIONERS’ SIGNATURES

MAJORITY

DISSENTING

REMARKS/DISSENTING COMMENTS: *Request for Change to Commission Conference, assigned DN 03221-2026, is attached.*

Nickalus Holmes

From: Gabrielle McLeod
Sent: Monday, June 1, 2026 9:13 AM
To: Adam Teitzman; CLK - Agenda Staff; Adria E. Harper; Braulio Baez; Apryl McKinnon; Mark Futrell; Susan Sapoznikoff; Mary Anne Helton; David Frank; Commissioners & Staffs; Samantha Cibula; Angie Kendrick
Cc: Asha Maharaj-Lucas; Jacqueline Moore; Nancy Harrison; Kathryn Mowery; Gabrielle McLeod
Subject: Request for Change 20260072-OT
Attachments: RFC 20260072-OT Signed.pdf

Good Morning,

Please see the attached approved Request for Change regarding an agenda item scheduled for June 2, 2026.

Thank you,

Gabbie McLeod
Executive Assistant to
Mark Futrell
Deputy Executive Director: Technical
Florida Public Service Commission
850.413.6756

REQUEST FOR CHANGE TO COMMISSION CONFERENCE

Request Date May 29, 2026 Requested by Susan Sapoznikoff

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, by
Kerry Lutz.

Conference Date June 2, 2026 Item No 4 Docket No 20260072-OT Title

ACTION REQUESTED (see APM 2.11)

- ☐ Defer Item to Conference Scheduled for (date) _____
- ☐ Change Order of Item or Take Up at Time Certain (state reason) _____
At 4:47 p.m. on May 28, 2026, Mr. Lutz filed a "Notice of Voluntary Withdrawal of
- ☒ Withdraw Item Petition for Rulemaking Without Prejudice"
- ☐ Late Filed Recommendation (due no later than 3 p.m. on date approved for late filing). By noon on regular filing date, provide an electronic copy of the front page of recommendation to the Clerk, as a place-holder.
- ☐ File Revised Recommendation
- ☐ Add Item to Published Agenda (see s. 120.525, F.S.) – issue Addendum and provide Notice

Provide explanation: _____

SIGNATURES

Technical [Signature] Director [Signature]
Legal [Signature] General Counsel [Signature]

EXECUTIVE DIRECTOR

☒ Approved ☐ Disapproved Signature [Signature] Date 5/29/26

CHAIRMAN

☒ Approved

☐ Disapproved

Signature



Date

5/1/26

The Executive Suite will scan and email approved form to CLK, CLK-Agenda Staff, OPR Director, ED, DEA, DET, Docket Manager, General Counsel, Legal Services Director, CAO Director, Commissioners' offices, and assigned attorney.