



How to Register to Speak at a Quality of Service Hearing

The Florida Public Service Commission (PSC) has designated several dates and times for hearings to provide interested customers an opportunity to speak about the company's quality of service and the requested rate increase. The service hearings will be held virtually and viewable online at the PSC's website. Visit www.floridapsc.com and look for the "Watch Live Broadcast" icon on the left side of the webpage. If you do not have access to the internet, you may call 1-850-413-7999 to listen to the hearings.

To register to speak, customers may use the PSC's online registration form. Instructions are below. Customers without internet access can register to speak by calling the PSC at 1-850-413-7080. **Registration will open beginning June 10, at 9 a.m. ET.** The hearings will run June 21, 2021 through July 2, 2021. Customer participation will be by phone. The deadline to register is noon ET two business days prior to each hearing. The order in which customers will speak is based on the order in which they register. Customer participation at each service hearing is limited to 50 customers. Once a scheduled hearing reaches capacity, the option to sign up will be removed from the PSC's website.

Step 1: Access the registration form by visiting www.floridapsc.com.

Step 2: Scroll down to the "Hot Topics" section at the bottom of the main page.

Step 3: Click the link that says "Florida Power & Light Docket No. 20210015-EI".

Step 4: Once the form opens, fill in the required information.

Step 5: Select the hearing date and time that works best for your schedule. Times are shown in Eastern Time (ET) unless otherwise noted.

- June 21 – 10 a.m.*
- June 22 – 2 p.m. and 6 p.m.*
- June 24 – 2 p.m.* and 6 p.m.
- June 25 – 10 a.m.*
- June 29 – 10 a.m. CT (11 a.m. ET)
- June 30 – 2 p.m. CT (3 p.m. ET) and 6 p.m. CT (7 p.m. ET)
- July 1 – 2 p.m. and 6 p.m.*
- July 2 – 10 a.m.*

*Denotes a Spanish-language interpreter is available.

Step 6: Submit your request.

Step 7: The PSC will send a confirmation with directions on how to call in prior to the hearing.