



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT December 2013

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Consumer Access to the FLORIDA PUBLIC SERVICE COMMISSION

If you have questions about regulated utility services, you may:

*CALL the office of Consumer Assistance & Outreach at 1-800-342-3552

*FAX your questions to 1-800-511-0809

*E-MAIL the FPSC from our Web site at <http://www.floridapsc.com>, or direct to the following address: contact@psc.state.fl.us

*Or WRITE to:

Florida Public Service Commission
Office of Consumer Assistance & Outreach
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview December 2013

Complaints Received & Entered into CATS		628
Electric	34	
Gas	3	
LifeLine	7	
Relay	0	
Pay Telephone	0	
Water & Wastewater	4	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		495
Electric	489	
Gas	6	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		22
Electric	22	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		63
Electric	62	
Gas	1	
Telecommunications	0	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		2,182
Total New Cases Received & Entered into CATS		2,810

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	547	1,970	2,517
Mail	9	21	30
Internet	71	185	256
Fax	1	6	7
Totals	628	2,182	2,810

Cases by Industry

December 2013

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	34	5 %	269	12 %
Natural Gas	3	0 %	21	1 %
Telecommunications	7	1 %	1208	55 %
Lifeline	7	1 %		
Relay	0	0 %		
Pay Telephone	0	0 %		
Water & Wastewater	4	1 %	70	3 %
Non-certificated Company Cases logged**	0	0 %	614	28 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	495	79 %		
E-Transfers	22	4 %		
Cases Received & Closed by 3 Day Rule	63	10 %		
Total	628	100 %	2,182	100 %

Information provided by Consumer Activity Tracking System(CATS). Includes contacts from phone calls, letters, faxes and the Internet.

*Figures have been rounded.

**Non-certificated relates to complaints filed against companies that appear to lack a certificate with the PSC, but the complaint issue may be jurisdictional.

Complaints Received by County

December 2013



Note: County name not available for 29 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - December 2013

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
DUKE ENERGY, INC.	6	11	17	269
FLORIDA POWER & LIGHT COMPANY	1	11	12	161
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	4
GULF POWER COMPANY	0	0	0	4
TAMPA ELECTRIC COMPANY	1	4	5	83
TOTALS**	8	26	34	521

**Please see Definitions.*

***Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.*

Natural Gas Companies

Complaint Activity - December 2013

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	0	0	0	8
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	0	0	5
FLORIDA PUBLIC UTILITIES COMPANY	0	2	2	17
PEOPLES GAS SYSTEM	0	1	1	17
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	1
TOTALS**	0	3	3	48

**Please see Definitions.*

***Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.*

Lifeline Complaints

Complaint Activity - December 2013

	Month	Year-To-Date
AT&T FLORIDA	6	222
CENTURYLINK	1	30
FAIRPOINT COMMUNICATIONS	0	2
VERIZON FLORIDA LLC	0	46
TOTALS*	7	300

**Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.*

Relay Service Complaints

Complaint Activity - December 2013

	Month	Year-To-Date
	0	0
TOTALS*	0	0

**Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.*

Pay Telephone Companies

Complaint Activity - December 2013

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA PUBLIC COMMUNICATIONS	0	0	0	1
FLORIDA PUBLIC TELEPHONE COMPANY	0	0	0	1
PAYPHONES PLUS PLUS, LLC	0	0	0	1
TOTALS**	0	0	0	3

**Please see Definitions.*

***Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.*

Water & Wastewater Companies

Complaint Activity - December 2013

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	4
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	5
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
BLACK BEAR RESERVE WATER CORPORATION	0	0	0	1
BOCILLA UTILITIES, INC.	0	0	0	1
BUCCANEER WATER SERVICE	0	0	0	1
CONTINENTAL UTILITY, INC.	0	0	0	1
CRESTRIDGE UTILITY CORPORATION	0	1	1	1
CYPRESS LAKES UTILITIES, INC.	0	0	0	2
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	1
FAIRMOUNT UTILITIES, THE 2ND, INC.	0	0	0	1
FOUR POINTS UTILITY CORPORATION	1	0	1	7
GOLD COAST UTILITY CORP.	0	0	0	1
GRENELEFE RESORT UTILITY, INC.	0	0	0	1
HARBOR WATERWORKS, INC.	0	0	0	1
HC WATERWORKS, INC.	0	0	0	3
HOLIDAY GARDENS UTILITIES, INC.	0	0	0	2
INDIANTOWN COMPANY, INC.	0	0	0	3
LABRADOR UTILITIES, INC.	0	0	0	7
LAKE UTILITY SERVICES, INC.	0	0	0	2
LAKE UTILITY SERVICES, INC.	0	0	0	2
LIGHTHOUSE UTILITIES COMPANY, INC.	0	0	0	1
MARION UTILITIES, INC.	0	1	1	4
MID-COUNTY SERVICES, INC.	0	0	0	1
NEIGHBORHOOD UTILITIES, INC.	0	0	0	1
NI FLORIDA, LLC	1	0	1	4
NI FLORIDA, LLC	0	0	0	2
PARK WATER COMPANY	0	0	0	2
PARKLAND UTILITIES, INC.	0	0	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	4
PINECREST RANCHES, INC.	0	0	0	1

Water & Wastewater Companies

Complaint Activity - December 2013

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
PINECREST UTILITIES, LLC	0	0	0	2
PLANTATION BAY UTILITY CO.	0	0	0	1
PLURIS WEDGEFIELD, INC.	0	0	0	5
ROYAL UTILITY COMPANY	0	0	0	5
S & L UTILITIES, INC.	0	0	0	1
SANLANDO UTILITIES CORPORATION	0	0	0	2
SOUTHLAKE UTILITIES, INC.	0	0	0	2
SUNRISE UTILITIES, LLC	0	0	0	2
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	4
THE WOODS UTILITY COMPANY	0	0	0	1
TIERRA VERDE UTILITIES, INC.	0	0	0	1
TYMBER CREEK UTILITIES, INCORPORATED	0	0	0	2
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	2
UTILITIES, INC. OF FLORIDA	0	0	0	6
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF LONGWOOD	0	0	0	3
UTILITIES, INC. OF PENNBROOKE	0	0	0	6
WATER MANAGEMENT SERVICES, INC.	0	0	0	2
WEST LAKELAND WASTEWATER, INC.	0	0	0	2
WINDSTREAM UTILITIES COMPANY	0	0	0	1
TOTALS**	2	2	4	127

**Please see Definitions.*

***Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.*

DEFINITIONS

Billing - A complaint concerning the amount a customer has been billed or any rule or tariff having to do specifically with the billing of the customer's account.

Case - A contact that is logged into the PSC's CATS database. A case may be logged in as a complaint or as an information request.

Complaint - A form of case that involves a substantial unresolved objection regarding a regulated utility, as it relates to charges, facility operations, or the quality of the services rendered, the disposal of which requires an investigation and/or analysis by PSC staff.

Complaint Activity - The total number of complaints logged with regulated utilities or resolved within a given period of time.

Complaints Logged - The number of complaints received from customers filed with the utilities.

Complaints Resolved - The number of complaints handled by the PSC staff, which determines whether a utility is in apparent violation or apparent nonviolation of PSC rules, company tariffs, or policies.

Consumer Activity Tracking System (CATS) - A database system that tracks complaints and information requests filed with the Florida Public Service Commission.

Contact - A communication with the Commission either in writing (letter, fax, or e-mail), in person, or by telephone relating to a complaint or an information request that is handled by consumer complaint staff. A contact may be logged into CATS as a new case or it may not be logged as a new case because it is a follow-up to an existing case, is a misdialed call or the caller hangs up during the call.

Information Request - A form of case that involves providing facts, reference material or other data but does not involve a substantial unresolved objection by a consumer regarding a regulated utility.

Service - A complaint having to do with the delivery of the service provided by the utility, exclusive of billing concerns.

Telephone Transfer Connect (Warm Transfer) - A call to the PSC can be directly transferred to the utility in question, if the consumer has not yet expressed his concerns to that utility.