



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT December 2016

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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 2016

Complaints Received & Entered into CATS		719
Electric	22	
Gas	2	
LifeLine	7	
Relay	0	
Pay Telephone	0	
Water & Wastewater	13	
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)		589
Electric	577	
Gas	12	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		29
Electric	29	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		57
Electric	57	
Gas	0	
Telecommunications	0	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		1,734
Total New Cases Received & Entered into CATS		2,453

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	633	1,516	2,149
Mail	3	15	18
Internet	83	200	283
Fax	0	3	3
Totals	719	1,734	2,453

Cases by Industry

December 2016

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	22	3 %	230	13 %
Natural Gas	2	0 %	17	1 %
Telecommunications	7	0 %	948	55 %
Lifeline	7	1 %		
Relay	0	0 %		
Pay Telephone	0	0 %		
Water & Wastewater	13	2 %	123	7 %
Non-certificated Company Cases logged**	0	0 %	416	24 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	589	82 %		
E-Transfers	29	4 %		
Cases Received & Closed by 3 Day Rule	57	8 %		
Total	719	100 %	1,734	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.

Complaints Received by County

December 2016



Note: County name not available for 16 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - December 2016

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
DUKE ENERGY	10	9	19	201
FLORIDA POWER & LIGHT COMPANY	0	0	0	147
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	12
GULF POWER COMPANY	0	0	0	5
TAMPA ELECTRIC COMPANY	1	2	3	115
TOTALS**	11	11	22	480

**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 2016

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	0	1	1	18
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	0	0	1
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	12
PEOPLES GAS SYSTEM	0	0	0	33
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	1
TOTALS**	0	2	2	65

**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 2016

	Month	Year-To-Date
AT&T FLORIDA	5	28
CENTURYLINK	0	7
COX FLORIDA TELCOM, L.P.	1	2
FRONTIER COMMUNICATIONS OF THE SOUTH, LLC	1	3
VERIZON FLORIDA LLC	0	11
WINDSTREAM FLORIDA, LLC	0	1
WOW! INTERNET, CABLE AND PHONE	0	1
TOTALS*	7	53

**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 2016

	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 2016

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA PUBLIC COMMUNICATIONS	0	0	0	1
TOTALS**	0	0	0	1

**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 2016

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALTURAS UTILITIES, L.L.C.	0	1	1	5
AQUARINA UTILITIES, INC.	0	0	0	3
BOCILLA UTILITIES, INC.	0	0	0	1
BRENDENWOOD WATERWORKS, INC.	0	0	0	1
BREVARD WATERWORKS, INC.	0	0	0	3
CEDAR ACRES INC	0	0	0	2
COUNTRY WALK UTILITIES, INC.	0	1	1	1
CRESTRIDGE UTILITIES, LLC	0	2	2	6
FIMC HIDEAWAY, INC.	0	0	0	1
FOUR POINTS UTILITY CORPORATION	0	0	0	11
HARBOR WATERWORKS, INC.	0	0	0	1
HC WATERWORKS, INC.	0	0	0	6
HEATHER HILLS ESTATES UTILITIES, LLC	0	0	0	1
HOLIDAY GARDENS UTILITIES, LLC	0	0	0	1
KINCAID HILLS WATER COMPANY	0	0	0	2
LAKE OSBORNE WATERWORKS, INC.	0	0	0	1
LAKESIDE WATERWORKS. INC.	0	0	0	22
LITTLE GASPARILLA WATER UTILITY, INC.	0	0	0	2
LP WATERWORKS, INC.	0	0	0	5
NI FLORIDA, LLC	0	0	0	2
NORTH BEACH UTILITIES, INC.	1	0	1	1
ORANGEWOOD LAKES SERVICES, INC.	1	0	1	1
PARK WATER COMPANY	0	0	0	3
PARKLAND UTILITIES, INC.	0	0	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	1	0	1	8
PLACID LAKES UTILITIES, INC.	0	0	0	1
PLURIS WEDGEFIELD, INC.	0	0	0	5
ROYAL UTILITY COMPANY	0	0	0	2
SANLANDO UTILITIES CORPORATION	0	0	0	1
SERVICE MANAGEMENT SYSTEMS, INC.	0	0	0	1
SOUTHLAKE UTILITIES, INC.	0	0	0	3
SUNLAKE ESTATES UTILITIES, L.L.C.	0	0	0	1
SUNNY HILLS UTILITY COMPANY	0	0	0	2
SUNRISE UTILITIES, LLC	0	0	0	21
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	1

Water & Wastewater Companies

Complaint Activity - December 2016

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
TYMBER CREEK UTILITIES, INCORPORATED	0	0	0	2
UTILITIES, INC. OF FLORIDA	0	1	1	2
UTILITIES, INC. OF FLORIDA	2	0	2	20
UTILITIES, INC. OF FLORIDA	0	1	1	2
UTILITIES, INC. OF FLORIDA	1	1	2	2
UTILITIES, INC. OF FLORIDA	0	0	0	2
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF LONGWOOD	0	0	0	1
UTILITIES, INC. OF PENNBROOKE	0	0	0	1
WILDWOOD WATER COMPANY	0	0	0	1
TOTALS**	6	7	13	164

**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.