



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT January 2010

Table of Contents

Consumer Activity Overview	1
Cases by Industry	2
Complaints by County	3
Electric Companies - Complaint Activity	4
Gas Companies - Complaint Activity	5
Local/Competitive Local Exchange Telephone Companies - Complaint Activity	6
Long Distance Telephone Companies - Complaint Activity	8
Pay Telephone Companies - Complaint Activity	9
Water and Wastewater Companies - Complaint Activity	10
Cramming - Unauthorized Additional Local Telephone Service Charges	11
Local Slamming - Unauthorized Local Telephone Carrier Change	12
Long Distance Slamming - Unauthorized Long Distance Carrier Change	13
Definitions	14

Consumer Access to the FLORIDA PUBLIC SERVICE COMMISSION

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

* CALL the Division of Service, Safety & Consumer Assistance 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
Division of Service, Safety & Consumer Assistance
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview January 2010

Complaints Received & Entered into CATS		1,694
Electric	118	
Gas	16	
Competitive Local Exchange Telephone	29	
Local Exchange Telephone	113	
Long Distance Telephone	67	
Pay Telephone	2	
Shared Tenant	0	
Water & Wastewater	34	
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)	1,126	
Electric	897	
Gas	1	
Telecommunications	228	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)	88	
Electric	61	
Gas	0	
Telecommunications	27	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule	101	
Electric	97	
Gas	0	
Telecommunications	4	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		4,930
Total New Cases Received & Entered into CATS		6,624

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,357	4,474	5,831
Mail	48	42	90
Internet	275	393	668
Fax	14	21	35
Totals	1,694	4,930	6,624

Cases by Industry

January 2010

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	118	7 %	783	16 %
Natural Gas	16	1 %	75	2 %
Telecommunications	211	12 %	2428	49 %
Competitive Local Exchange Telephone	29	2 %		
Local Exchange Telephone	113	7 %		
Long Distance Telephone	67	4 %		
Pay Telephone	2	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	34	2 %		
Non-certificated Company Cases logged**	0	0 %	1489	30 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	1,126	66 %		
E-Transfers	88	5 %		
Cases Received & Closed by 3 Day Rule	101	6 %		
Total	1,694	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

January 2010



Note: County name not available for 65 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - January 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	21	15	36	36
FLORIDA PUBLIC UTILITIES COMPANY	0	5	5	5
GULF POWER COMPANY	0	3	3	3
PROGRESS ENERGY FLORIDA, INC.	23	42	65	65
TAMPA ELECTRIC COMPANY	2	7	9	9
TOTALS**	46	72	118	118

**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 - January 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	6	0	6	6
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	1	1	1
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	1
PEOPLES GAS SYSTEM	4	3	7	7
ST. JOE NATURAL GAS COMPANY, INC.	0	1	1	1
TOTALS**	11	5	16	16

**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.*

Local Telephone Companies

Complaint Activity - January 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	20	63	83	83
CENTURYLINK	5	2	7	7
TDS TELECOM/QUINCY TELEPHONE	1	0	1	1
VERIZON FLORIDA LLC	5	16	21	21
WINDSTREAM FLORIDA, INC.	0	1	1	1
TOTALS**	31	82	113	113

**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.*

Competitive Local Exchange Telephone Companies

Complaint Activity - January 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AMERICAN DIAL TONE	1	0	1	1
ANGLES COMMUNICATION SOLUTIONS	1	0	1	1
BIRCH COMMUNICATIONS, INC.	0	1	1	1
BIRCH TELECOM OF THE SOUTH, INC.	0	4	4	4
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	0	1	1
BUDGET PHONE	1	0	1	1
DELTACOM, INC.	0	1	1	1
EASY TELEPHONE SERVICES COMPANY	0	1	1	1
EXPRESS PHONE SERVICE	1	0	1	1
FLORIDA TELEPHONE SERVICES, LLC	0	1	1	1
HIGH TECH COMMUNICATIONS	1	0	1	1
ITS TELECOMMUNICATIONS SYSTEMS, INC.	1	0	1	1
KNOLOGY OF FLORIDA, INC.	0	1	1	1
LEVEL 3 COMMUNICATIONS, LLC	1	1	2	2
LIFECONNEX TELECOM, LLC	1	1	2	2
NUVOX	0	3	3	3
PAETEC COMMUNICATIONS, INC.	0	1	1	1
QWEST COMMUNICATIONS COMPANY, LLC	0	1	1	1
SH SERVICES LLC	0	1	1	1
STS TELECOM, LLC	0	1	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	1	0	1	1
VERIZON ACCESS TRANSMISSION SERVICES	0	1	1	1
TOTALS**	10	19	29	29

**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.*

Long Distance Telephone Companies

Complaint Activity - January 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AFFINITY 4	1	0	1	1
AT&T	1	4	5	5
AT&T LONG DISTANCE SERVICE	2	7	9	9
CENTURYLINK COMMUNICATIONS	0	1	1	1
CENTURYLINK LONG DISTANCE	0	1	1	1
COMTECH 21, LLC	1	0	1	1
CORRECTIONAL BILLING SERVICES	1	0	1	1
CRISTEL TELECOM, L.L.C.	1	0	1	1
CUSTOM TELECONNECT, INC.	1	2	3	3
ENHANCED SERVICES BILLING, INC.	1	1	2	2
FIRST COMMUNICATIONS, LLC	0	1	1	1
GLOBAL TEL*LINK CORPORATION	1	2	3	3
ILD TELESERVICES	2	3	5	5
INTELLICALL OPERATOR SERVICES, INC.	0	1	1	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	1	1	1
NUVOX	0	1	1	1
ONELINK COMMUNICATIONS, INC.	1	0	1	1
OPERATOR ASSISTANCE NETWORK	0	1	1	1
OPTIC INTERNET PROTOCOL, INC.	12	0	12	12
PRIMUS TELECOMMUNICATIONS, INC.	1	0	1	1
QUASAR COMMUNICATIONS OF TEXAS CORPORATION	1	1	2	2
QWEST COMMUNICATIONS COMPANY, LLC	1	0	1	1
SPRINT	2	1	3	3
TELEFONICALATINA	0	1	1	1
TELENATIONAL COMMUNICATIONS, INC.	1	0	1	1
UNITED TELECOM INC.	4	0	4	4
VERIZON BUSINESS SERVICES	0	3	3	3
TOTALS**	35	32	67	67

**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.*

Pay Telephone Companies

Complaint Activity - January 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
GLOBAL TEL*LINK CORPORATION	1	0	1	1
STERLING PAYPHONES, LLC	1	0	1	1
TOTALS**	2	0	2	2

**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 - January 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AQUA UTILITIES FLORIDA, INC.	1	1	2	2
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	0	3	3	3
AQUA UTILITIES FLORIDA, INC.	1	2	3	3
AQUA UTILITIES FLORIDA, INC.	1	1	2	2
AQUA UTILITIES FLORIDA, INC.	1	0	1	1
BIMINI BAY UTILITIES CORPORATION	0	1	1	1
COMMERCIAL UTILITIES, DIVISION OF GRACE AND COMPANY, INC.	0	1	1	1
FOUR POINTS UTILITY CORPORATION	0	2	2	2
LIGHTHOUSE UTILITIES COMPANY, INC.	0	1	1	1
LINDRICK SERVICE CORPORATION	1	1	2	2
NI FLORIDA, LLC	0	1	1	1
O&S WATER COMPANY, INC.	1	0	1	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	4	0	4	4
PLURIS WEDGEFIELD, INC.	1	7	8	8
TOTALS**	11	23	34	34

**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.*

Unauthorized Additional Telephone Service Charges

"Cramming"

Cases Resolved - January 2010

	Month	Year-To-Date
AT&T FLORIDA	3	3
ILD TELESERVICES	1	1
VERIZON FLORIDA LLC	1	1
ZERO PLUS DIALING	1	1
TOTALS*	6	6

**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.*

Unauthorized Telephone Service Charges

"Local Slamming"

Cases Resolved - January 2010

	Month	Year-To-Date
AT&T FLORIDA	1	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	1
LEVEL 3 COMMUNICATIONS, LLC	1	1
OPTIC INTERNET PROTOCOL, INC.	11	11
QUASAR COMMUNICATIONS OF TEXAS CORPORATION	1	1
UNITED TELECOM INC.	3	3
TOTALS*	18	18

**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.*

Unauthorized Telephone Service Charges

"Long Distance Slamming"

Cases Resolved - January 2010

	Month	Year-To-Date
AT&T	1	1
AT&T LONG DISTANCE SERVICE	2	2
CUSTOM TELECONNECT, INC.	1	1
ENHANCED SERVICES BILLING, INC.	1	1
GLOBAL TEL *LINK CORPORATION	1	1
ILD TELESERVICES	2	2
ONELINK COMMUNICATIONS, INC.	1	1
QWEST COMMUNICATIONS COMPANY, LLC	1	1
SPRINT	2	2
TELENATIONAL COMMUNICATIONS, INC.	1	1
TOTALS*	13	13

**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

Access Line or Subscriber Line - The circuit or channel between the demarcation point at the customer's premises and the serving end or Class 5 central Office.

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.

Cramming - When charges for telephone services are added, or "crammed", onto local telephone bills without the consumers's knowledge or consent.

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.

Shared Tenant Service (STS) - As defined in section 364.339(1), Florida Statutes, means the provision of service which duplicates or competes with local service provided by an existing local telephone company and is furnished through a common switching or billing arrangements to tenants by an entity other than an existing local telephone company.

Tariff - Description of all rate schedules, a schedule of charges and rules and regulations of a utility company.

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.