



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT January 2011

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 2011

Complaints Received & Entered into CATS		1,185
Electric	82	
Gas	12	
Competitive Local Exchange Telephone	58	
Local Exchange Telephone	137	
Long Distance Telephone	51	
Pay Telephone	5	
Shared Tenant	0	
Water & Wastewater	36	
Non-certificated Company Complaints Logged		5
Electric	0	
Gas	0	
Telecommunications	5	
Water/Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		641
Electric	618	
Gas	13	
Telecommunications	10	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		63
Electric	52	
Gas	0	
Telecommunications	11	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		94
Electric	87	
Gas	2	
Telecommunications	5	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		3,797
Total New Cases Received & Entered into CATS		4,982

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	898	3,472	4,370
Mail	22	29	51
Internet	246	284	530
Fax	19	12	31
Totals	1,185	3,797	4,982

Cases by Industry

January 2011

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	82	7 %	389	10 %
Natural Gas	12	1 %	40	1 %
Telecommunications	251	21 %	2340	62 %
Competitive Local Exchange Telephone	58	5 %		
Local Exchange Telephone	137	12 %		
Long Distance Telephone	51	4 %		
Pay Telephone	5	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	36	3 %	144	4 %
Non-certificated Company Cases logged**	5	0 %	884	23 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	641	54 %		
E-Transfers	63	5 %		
Cases Received & Closed by 3 Day Rule	94	8 %		
Total	1,185	100 %	3,797	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 2011



Note: County name not available for 21 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - January 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	6	21	27	27
FLORIDA PUBLIC UTILITIES COMPANY	0	4	4	4
GULF POWER COMPANY	0	1	1	1
PROGRESS ENERGY FLORIDA, INC.	10	25	35	35
TAMPA ELECTRIC COMPANY	4	11	15	15
TOTALS**	20	62	82	82

**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 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	3	3	6	6
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	1
PEOPLES GAS SYSTEM	2	3	5	5
TOTALS**	5	7	12	12

**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 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	42	53	95	95
CENTURYLINK	2	7	9	9
VERIZON FLORIDA LLC	18	15	33	33
TOTALS**	62	75	137	137

**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 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACN COMMUNICATION SERVICES, INC.	0	1	1	1
AMERICAN DIAL TONE, INC.	3	1	4	4
BELLERUD COMMUNICATIONS, LLC	1	0	1	1
BIRCH COMMUNICATIONS, INC.	4	1	5	5
BIRCH TELECOM OF THE SOUTH, INC.	1	0	1	1
BUDGET PHONE	1	1	2	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	2	0	2	2
DELTACOM, INC.	0	1	1	1
EASY TELEPHONE SERVICES COMPANY	20	0	20	20
EXPRESS PHONE SERVICE	3	0	3	3
FLATEL, INC.	3	0	3	3
INTELLICALL OPERATOR SERVICES, INC.	0	1	1	1
ITS TELECOMMUNICATIONS SYSTEMS, INC.	1	0	1	1
LIFECONNEX TELECOM, LLC	0	4	4	4
PAETEC COMMUNICATIONS, INC.	0	2	2	2
QWEST COMMUNICATIONS COMPANY, LLC	0	1	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	1	1	1
WINDSTREAM NUVOX INC.	4	1	5	5
TOTALS**	43	15	58	58

**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 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AMERICATEL CORPORATION	1	2	3	3
AT&T	3	4	7	7
AT&T LONG DISTANCE SERVICE	0	2	2	2
BUSINESS TELECOM, INC. D/B/A BTI	0	1	1	1
CLEAR RATE COMMUNICATIONS, INC.	2	0	2	2
CLEAR WORLD COMMUNICATIONS CORPORATION	1	0	1	1
CUSTOM TELECONNECT, INC.	0	1	1	1
ENHANCED SERVICES BILLING, INC.	0	7	7	7
GLOBAL TEL*LINK CORPORATION	0	3	3	3
HBS BILLING SERVICES COMPANY	0	1	1	1
IDC TELECOMMUNICATIONS	1	1	2	2
ILD TELESERVICES	0	3	3	3
INTELLICALL OPERATOR SERVICES, INC.	1	2	3	3
OPERATOR ASSISTANCE NETWORK	1	1	2	2
OPTIC INTERNET PROTOCOL, INC.	2	0	2	2
PREFERRED LONG DISTANCE, INC.	1	0	1	1
SECURUS TECHNOLOGIES, INC.	0	1	1	1
TM TELCOMM CORP.	0	1	1	1
VARTEC TELECOM, INC.	0	1	1	1
VERIZON BUSINESS SERVICES	0	2	2	2
VERIZON LONG DISTANCE LLC	0	1	1	1
WILTEL COMMUNICATION, LLC	1	0	1	1
WINDSTREAM COMMUNICATIONS, INC.	0	1	1	1
WINDSTREAM NUVOX, INC.	1	0	1	1
ZERO PLUS DIALING	0	1	1	1
TOTALS**	15	36	51	51

**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 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
COIN-TEL	2	0	2	2
FIRST AMERICAN TELECOMMUNICATIONS CORPORATION	1	0	1	1
GLOBAL TEL *LINK CORPORATION	1	0	1	1
INTERSTATE TELECOMMUNICATIONS, INC.	0	1	1	1
TOTALS**	4	1	5	5

**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 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	0	2	2	2
AQUA UTILITIES FLORIDA, INC.	0	9	9	9
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
ARMA WATER SERVICE, LLC	0	1	1	1
BIMINI BAY UTILITIES CORPORATION	0	2	2	2
BLACK BEAR RESERVE WATER COMPANY, INC.	1	0	1	1
COUNTRY CLUB UTILITIES, INC.	0	1	1	1
COUNTY-WIDE UTILITY CO., INC.	1	0	1	1
FOUR POINTS UTILITY CORPORATION	0	2	2	2
HEATHER HILLS ESTATES UTILITIES, LLC	0	1	1	1
LABRADOR UTILITIES, INC.	0	1	1	1
LAKE UTILITY SERVICES, INC.	0	1	1	1
LAKE UTILITY SERVICES, INC.	1	1	2	2
NI FLORIDA, LLC	0	1	1	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	1	1	1
PLANTATION BAY UTILITY CO.	0	1	1	1
PLURIS WEDGEFIELD, INC.	0	2	2	2
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	1	1	1
WILDWOOD WATER COMPANY	1	0	1	1
TOTALS**	4	32	36	36

**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 2011

	Month	Year-To-Date
AT&T FLORIDA	1	1
CENTURYLINK	1	1
ENHANCED SERVICES BILLING, INC.	4	4
OPERATOR ASSISTANCE NETWORK	1	1
VERIZON FLORIDA LLC	2	2
TOTALS*	9	9

**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 2011

	Month	Year-To-Date
AMERICAN DIAL TONE, INC.	1	1
AT&T FLORIDA	2	2
BIRCH COMMUNICATIONS, INC.	2	2
CLEAR RATE COMMUNICATIONS, INC.	1	1
EASY TELEPHONE SERVICES COMPANY	20	20
FLATEL, INC.	1	1
OPTIC INTERNET PROTOCOL, INC.	2	2
PREFERRED LONG DISTANCE, INC.	1	1
TOTALS*	30	30

**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 2011

	Month	Year-To-Date
AMERICATEL CORPORATION	1	1
AT&T	3	3
CLEAR WORLD COMMUNICATIONS CORPORATION	1	1
IDC TELECOMMUNICATIONS	1	1
INTELLICALL OPERATOR SERVICES, INC.	1	1
OPERATOR ASSISTANCE NETWORK	1	1
WILTEL COMMUNICATION, LLC	1	1
TOTALS*	9	9

**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.