



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT January 2012

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Consumer Access to the FLORIDA PUBLIC SERVICE COMMISSION

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

* CALL the Division of Regulatory Compliance and 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 Regulatory Compliance and Consumer Assistance
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview January 2012

Complaints Received & Entered into CATS		751
Electric	40	
Gas	4	
LifeLine	26	
Relay	0	
Pay Telephone	0	
Water & Wastewater	11	
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)		575
Electric	564	
Gas	11	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		31
Electric	31	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		64
Electric	63	
Gas	0	
Telecommunications	1	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		3,775
Total New Cases Received & Entered into CATS		4,526

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	656	3,522	4,178
Mail	6	48	54
Internet	89	195	284
Fax	0	10	10
Totals	751	3,775	4,526

Cases by Industry

January 2012

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	40	5 %	311	8 %
Natural Gas	4	1 %	28	1 %
Telecommunications	26	3 %	2200	58 %
Lifeline	26	3 %		
Relay	0	0 %		
Pay Telephone	0	0 %		
Water & Wastewater	11	1 %	98	3 %
Non-certificated Company Cases logged**	0	0 %	1138	30 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	575	77 %		
E-Transfers	31	4 %		
Cases Received & Closed by 3 Day Rule	64	9 %		
Total	751	100 %	3,775	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 2012



Note: County name not available for 12 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - January 2012

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	3	10	13	13
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	1
PROGRESS ENERGY FLORIDA, INC.	10	12	22	22
TAMPA ELECTRIC COMPANY	1	3	4	4
TOTALS**	15	25	40	40

**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 2012

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	1	0	1	1
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	1
PEOPLES GAS SYSTEM	2	0	2	2
TOTALS**	3	1	4	4

**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 - January 2012

	Month	Year-To-Date
AT&T FLORIDA	16	16
CENTURYLINK	8	8
VERIZON FLORIDA LLC	2	2
TOTALS*	26	26

**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 - January 2012

	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 - January 2012

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
	0	0	0	0
TOTALS**	0	0	0	0

**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 2012

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AQUA UTILITIES FLORIDA, INC.	0	2	2	2
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	0	2	2	2
BLACK BEAR RESERVE WATER CORPORATION.	0	1	1	1
EAST MARION SANITARY SYSTEMS, INC.	1	0	1	1
HEATHER HILLS ESTATES UTILITIES, LLC	1	0	1	1
K W RESORT UTILITIES CORP.	1	0	1	1
LAKE UTILITY SERVICES, INC.	0	1	1	1
ROYAL UTILITY COMPANY	0	1	1	1
TOTALS**	3	8	11	11

**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.