



# **FLORIDA PUBLIC SERVICE COMMISSION**

## **CONSUMER ACTIVITY REPORT January 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](mailto: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 January 2016

<b>Complaints Received &amp; Entered into CATS</b>		<b>736</b>
Electric	30	
Gas	1	
LifeLine	7	
Relay	0	
Pay Telephone	0	
Water & Wastewater	3	
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)		596
Electric	580	
Gas	16	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		25
Electric	25	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		74
Electric	73	
Gas	1	
Telecommunications	0	
Water / Wastewater	0	
<b>Information Requests Received &amp; Entered into CATS</b>		<b>2,303</b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>3,039</b>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	649	2,169	2,818
Mail	5	15	20
Internet	82	117	199
Fax	0	2	2
<b>Totals</b>	<b>736</b>	<b>2,303</b>	<b>3,039</b>

## Cases by Industry

**January 2016**

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
<b>Electric</b>	30	4 %	191	8 %
<b>Natural Gas</b>	1	0 %	24	1 %
<b>Telecommunications</b>	7	0 %	1493	65 %
<b>Lifeline</b>	7	1 %		
<b>Relay</b>	0	0 %		
<b>Pay Telephone</b>	0	0 %		
<b>Water &amp; Wastewater</b>	3	0 %	77	3 %
<b>Non-certificated Company Cases logged**</b>	0	0 %	518	22 %
<b>Telephone Transfer-Connects (Calls Transferred to Utilities)</b>	596	81 %		
<b>E-Transfers</b>	25	3 %		
<b>Cases Received &amp; Closed by 3 Day Rule</b>	74	10 %		
<b>Total</b>	736	100 %	2,303	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

## January 2016



Note: County name not available for 24 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

# Electric Companies

## Complaint Activity - January 2016

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
DUKE ENERGY	3	6	9	9
FLORIDA POWER & LIGHT COMPANY	3	4	7	7
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	1
TAMPA ELECTRIC COMPANY	8	5	13	13
<b>TOTALS**</b>	<b>14</b>	<b>16</b>	<b>30</b>	<b>30</b>

*\*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 2016

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	0	1	1	1
<b>TOTALS**</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>

*\*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 2016

	Month	Year-To-Date
AT&T FLORIDA	4	4
VERIZON FLORIDA LLC	3	3
<b>TOTALS*</b>	<b>7</b>	<b>7</b>

*\*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 2016

	Month	Year-To-Date
	0	0
<b>TOTALS*</b>	<b>0</b>	<b>0</b>

*\*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 2016

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
	0	0	0	0
<b>TOTALS**</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

*\*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 2016

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
LITTLE GASPARILLA WATER UTILITY, INC.	0	1	1	1
PLURIS WEDGEFIELD, INC.	0	2	2	2
<b>TOTALS**</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>3</b>

*\*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.