



# **FLORIDA PUBLIC SERVICE COMMISSION**

## **CONSUMER ACTIVITY REPORT July 2012**

# 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
Lifeline - Complaint Activity	6
Florida Relay - Complaint Activity	7
Pay Telephone Companies - Complaint Activity	8
Water and Wastewater Companies - Complaint Activity	9
Definitions	11

## 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 July 2012

<b>Complaints Received &amp; Entered into CATS</b>		<b>736</b>
Electric	52	
Gas	3	
LifeLine	20	
Relay	0	
Pay Telephone	0	
Water & Wastewater	38	
Non-certificated Company Complaints Logged		1
Electric	0	
Gas	0	
Telecommunications	1	
Water/Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		534
Electric	527	
Gas	7	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		35
Electric	35	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		53
Electric	51	
Gas	2	
Telecommunications	0	
Water / Wastewater	0	
<b>Information Requests Received &amp; Entered into CATS</b>		<b>3,264</b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>4,000</b>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	621	2,997	3,618
Mail	17	29	46
Internet	97	231	328
Fax	1	7	8
<b>Totals</b>	<b>736</b>	<b>3,264</b>	<b>4,000</b>

## Cases by Industry

**July 2012**

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	52	7 %	399	12 %
Natural Gas	3	0 %	18	1 %
Telecommunications	20	2 %	1666	51 %
Lifeline	20	3 %		
Relay	0	0 %		
Pay Telephone	0	0 %		
Water & Wastewater	38	5 %	82	3 %
Non-certificated Company Cases logged**	1	0 %	1099	34 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	534	73 %		
E-Transfers	35	5 %		
Cases Received & Closed by 3 Day Rule	53	7 %		
<b>Total</b>	<b>736</b>	<b>100 %</b>	<b>3,264</b>	<b>100 %</b>

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

## July 2012



Note: County name not available for 5 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

# Electric Companies

## Complaint Activity - July 2012

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	10	8	18	98
FLORIDA PUBLIC UTILITIES COMPANY	1	1	2	3
GULF POWER COMPANY	0	1	1	3
PROGRESS ENERGY FLORIDA, INC.	12	13	25	130
TAMPA ELECTRIC COMPANY	2	4	6	45
<b>TOTALS**</b>	<b>25</b>	<b>27</b>	<b>52</b>	<b>279</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 - July 2012

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	0	1	1	9
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	0	0	1
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	7
PEOPLES GAS SYSTEM	1	0	1	12
<b>TOTALS**</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>29</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 - July 2012

	Month	Year-To-Date
ASSURANCE HOME PHONE SERVICES, INC.	0	1
AT&T FLORIDA	16	85
CENTURYLINK	1	19
VERIZON FLORIDA LLC	2	17
WINDSTREAM FLORIDA, INC.	1	1
<b>TOTALS*</b>	<b>20</b>	<b>123</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 - July 2012

	Month	Year-To-Date
BELLSOUTH TELECOMMUNICATIONS, LLC D/B/A AT&T FLORIDA D/B/A	0	2
<b>TOTALS*</b>	<b>0</b>	<b>2</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 - July 2012

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
EMBARQ PAYPHONE SERVICES, INC.	0	0	0	1
FLORIDA PUBLIC TELEPHONE COMPANY	0	0	0	1
<b>TOTALS**</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</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 - July 2012

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AQUA UTILITIES FLORIDA, INC.	0	1	1	20
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	6
AQUA UTILITIES FLORIDA, INC.	0	0	0	8
AQUA UTILITIES FLORIDA, INC.	0	0	0	3
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	4
AQUA UTILITIES FLORIDA, INC.	0	0	0	9
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUARINA UTILITIES, INC.	0	0	0	1
BAYSHORE UTILITIES, INC.	0	0	0	1
BIMINI BAY UTILITIES CORPORATION	0	0	0	1
BLACK BEAR RESERVE WATER CORPORATION	0	0	0	1
CYPRESS LAKES UTILITIES, INC.	0	30	30	30
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	1
FOUR POINTS UTILITY CORPORATION	0	0	0	12
HEATHER HILLS ESTATES UTILITIES, LLC	0	0	0	1
HOLIDAY GARDENS UTILITIES, INC.	0	0	0	1
K W RESORT UTILITIES CORP.	0	0	0	1
L. P. UTILITIES CORPORATION	0	0	0	1
LABRADOR UTILITIES, INC.	0	0	0	1
LAKE PLACID UTILITIES, INC.	0	0	0	1
LAKE UTILITY SERVICES, INC.	0	0	0	3
MOBILE MANOR WATER COMPANY, INC.	0	0	0	1
NEIGHBORHOOD UTILITIES, INC.	0	0	0	1
NI FLORIDA, LLC	1	1	2	5
NI FLORIDA, LLC	0	1	1	1
NORTH BEACH UTILITIES, INC.	0	0	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	1	1	1
PINECREST RANCHES, INC.	0	1	1	1
PLANTATION BAY UTILITY CO.	0	0	0	1

# Water & Wastewater Companies

## Complaint Activity - July 2012

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
PLURIS WEDGEFIELD, INC.	0	0	0	5
ROYAL UTILITY COMPANY	0	0	0	4
S & L UTILITIES, INC.	0	0	0	3
SANLANDO UTILITIES CORPORATION	0	0	0	1
SOUTHLAKE UTILITIES, INC.	0	0	0	1
SUNRISE UTILITIES, LLC	0	1	1	3
UTILITIES, INC. OF FLORIDA	0	0	0	1
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	4
WEST LAKELAND WASTEWATER, INC.	0	0	0	1
WILDWOOD WATER COMPANY	0	0	0	1
<b>TOTALS**</b>	<b>1</b>	<b>37</b>	<b>38</b>	<b>154</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.