



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT March 2016

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	10

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

*Or WRITE to:

Florida Public Service Commission
Office of Consumer Assistance & Outreach
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview March 2016

Complaints Received & Entered into CATS		571
Electric	31	
Gas	4	
LifeLine	3	
Relay	0	
Pay Telephone	0	
Water & Wastewater	27	
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)		428
Electric	416	
Gas	12	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		11
Electric	11	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		67
Electric	64	
Gas	3	
Telecommunications	0	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		1,716
Total New Cases Received & Entered into CATS		2,287

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	497	1,550	2,047
Mail	12	23	35
Internet	62	141	203
Fax	0	2	2
Totals	571	1,716	2,287

Cases by Industry

March 2016

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	31	5 %	175	10 %
Natural Gas	4	1 %	29	2 %
Telecommunications	3	0 %	928	54 %
Lifeline	3	1 %		
Relay	0	0 %		
Pay Telephone	0	0 %		
Water & Wastewater	27	5 %	115	7 %
Non-certificated Company Cases logged**	0	0 %	469	27 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	428	75 %		
E-Transfers	11	2 %		
Cases Received & Closed by 3 Day Rule	67	12 %		
Total	571	100 %	1,716	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

March 2016



Note: County name not available for 31 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - March 2016

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
DUKE ENERGY	8	5	13	48
FLORIDA POWER & LIGHT COMPANY	3	8	11	32
FLORIDA PUBLIC UTILITIES COMPANY	2	1	3	7
TAMPA ELECTRIC COMPANY	2	2	4	21
TOTALS**	15	16	31	108

**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 - March 2016

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	1	0	1	3
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	1
PEOPLES GAS SYSTEM	2	1	3	7
TOTALS**	3	1	4	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.*

Lifeline Complaints

Complaint Activity - March 2016

	Month	Year-To-Date
AT&T FLORIDA	2	10
VERIZON FLORIDA LLC	1	5
TOTALS*	3	15

**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 - March 2016

	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 - March 2016

	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 - March 2016

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALTURAS UTILITIES, L.L.C.	1	1	2	3
AQUARINA UTILITIES, INC.	1	0	1	1
CRESTRIDGE UTILITIES, LLC	0	1	1	1
FIMC HIDEAWAY, INC.	0	1	1	1
FOUR POINTS UTILITY CORPORATION	0	0	0	9
HC WATERWORKS, INC.	0	0	0	1
LAKE UTILITY SERVICES, INC.	0	1	1	1
LAKE UTILITY SERVICES, INC.	0	1	1	1
LAKESIDE WATERWORKS, INC.	0	11	11	11
LITTLE GASPARILLA WATER UTILITY, INC.	0	0	0	1
LP WATERWORKS, INC.	0	3	3	4
NI FLORIDA, LLC	0	0	0	1
PLURIS WEDGEFIELD, INC.	0	0	0	2
SERVICE MANAGEMENT SYSTEMS, INC.	0	0	0	1
SOUTHLAKE UTILITIES, INC.	2	0	2	2
SUNRISE UTILITIES, LLC	2	2	4	5
UTILITIES, INC. OF FLORIDA	0	0	0	3
TOTALS**	6	21	27	48

**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.