



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT March 2018

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 2018

Complaints Received & Entered into CATS		753
Electric	26	
Gas	5	
LifeLine	0	
Relay	1	
Pay Telephone	0	
Water & Wastewater	9	
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)		609
Electric	600	
Gas	9	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		34
Electric	32	
Gas	2	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		69
Electric	69	
Gas	0	
Telecommunications	0	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		1,601
Total New Cases Received & Entered into CATS		2,354

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	655	1,438	2,093
Mail	0	19	19
Internet	98	143	241
Fax	0	1	1
Totals	753	1,601	2,354

Cases by Industry

March 2018

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	26	3 %	305	19 %
Natural Gas	5	1 %	17	1 %
Telecommunications	1	0 %	821	51 %
Lifeline	0	0 %		
Relay	1	0 %		
Pay Telephone	0	0 %		
Water & Wastewater	9	1 %	76	5 %
Non-certificated Company Cases logged**	0	0 %	382	24 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	609	81 %		
E-Transfers	34	5 %		
Cases Received & Closed by 3 Day Rule	69	9 %		
Total	753	100 %	1,601	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 2018



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

Electric Companies

Complaint Activity - March 2018

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
DUKE ENERGY	8	8	16	114
FLORIDA POWER & LIGHT COMPANY	2	4	6	39
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	5
GULF POWER COMPANY	0	0	0	2
TAMPA ELECTRIC COMPANY	1	2	3	15
TOTALS**	12	14	26	175

**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 2018

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	1	1	2	7
FLORIDA PUBLIC UTILITIES COMPANY	0	2	2	5
PEOPLES GAS SYSTEM	1	0	1	3
TOTALS**	2	3	5	15

**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 2018

	Month	Year-To-Date
	0	0
AT&T FLORIDA	0	2
CENTURYLINK	0	2
FRONTIER COMMUNICATIONS OF THE SOUTH, LLC	0	2
TOTALS*	0	6

**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 2018

	Month	Year-To-Date
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	1	1
TOTALS*	1	1

**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 2018

	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 2018

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AQUARINA UTILITIES, INC.	0	0	0	1
BLACK BEAR WATERWORKS, INC.	0	0	0	1
BOCILLA UTILITIES, INC.	0	0	0	8
BREVARD WATERWORKS, INC.	0	0	0	1
CAP UTILITIES, LLC	0	0	0	11
CHC VII, LTD.	0	0	0	2
EAST MARION UTILITIES, LLC	0	0	0	1
FIMC HIDEAWAY, INC.	0	0	0	1
HC WATERWORKS, INC.	0	0	0	2
HEATHER HILLS ESTATES UTILITIES, LLC	0	0	0	1
HEATHER HILLS UTILITIES, LLC	0	0	0	1
NI FLORIDA, LLC	0	0	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	1
PLURIS WEDGEFIELD, INC.	0	0	0	1
ROLLING OAKS UTILITIES, INC.	1	0	1	1
SEMINOLE WATERWORKS, INC.	0	0	0	1
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	1
TYMBER CREEK UTILITIES, INCORPORATED	0	0	0	1
UTILITIES, INC. OF FLORIDA	3	5	8	25
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF PENNBROOKE	0	0	0	1
WILDWOOD WATER COMPANY	0	0	0	1
TOTALS**	4	5	9	66

**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.