



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT May 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 May 2012

Complaints Received & Entered into CATS		612
Electric	43	
Gas	4	
LifeLine	8	
Relay	1	
Pay Telephone	1	
Water & Wastewater	17	
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)		464
Electric	458	
Gas	6	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		24
Electric	24	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		50
Electric	50	
Gas	0	
Telecommunications	0	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		2,811
Total New Cases Received & Entered into CATS		3,423

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	525	2,516	3,041
Mail	11	43	54
Internet	74	242	316
Fax	2	10	12
Totals	612	2,811	3,423

Cases by Industry

May 2012

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	43	7 %	400	14 %
Natural Gas	4	1 %	20	1 %
Telecommunications	10	1 %	1412	50 %
Lifeline	8	1 %		
Relay	1	0 %		
Pay Telephone	1	0 %		
Water & Wastewater	17	3 %	93	3 %
Non-certificated Company Cases logged**	0	0 %	886	32 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	464	76 %		
E-Transfers	24	4 %		
Cases Received & Closed by 3 Day Rule	50	8 %		
Total	612	100 %	2,811	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

May 2012



Note: County name not available for 6 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - May 2012

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	4	7	11	61
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	1
GULF POWER COMPANY	0	0	0	1
PROGRESS ENERGY FLORIDA, INC.	10	11	21	94
TAMPA ELECTRIC COMPANY	5	6	11	31
TOTALS**	19	24	43	188

**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 - May 2012

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	0	0	0	6
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	5
PEOPLES GAS SYSTEM	1	2	3	10
TOTALS**	2	2	4	21

**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 - May 2012

	Month	Year-To-Date
AT&T FLORIDA	7	59
CENTURYLINK	1	18
VERIZON FLORIDA LLC	0	14
TOTALS*	8	91

**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 - May 2012

	Month	Year-To-Date
AT&T FLORIDA	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 - May 2012

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

**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 - May 2012

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AQUA UTILITIES FLORIDA, INC.	1	0	1	1
AQUA UTILITIES FLORIDA, INC.	0	2	2	8
AQUA UTILITIES FLORIDA, INC.	0	1	1	2
AQUA UTILITIES FLORIDA, INC.	2	0	2	4
AQUA UTILITIES FLORIDA, INC.	1	1	2	8
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	5
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	19
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUARINA UTILITIES, INC.	0	1	1	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
EAST MARION SANITARY SYSTEMS, INC.	1	0	1	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.	1	0	1	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	2
MOBILE MANOR WATER COMPANY, INC.	0	0	0	1
NEIGHBORHOOD UTILITIES, INC.	0	0	0	1
NI FLORIDA, LLC	0	1	1	3
NORTH BEACH UTILITIES, INC.	0	1	1	1
PLURIS WEDGEFIELD, INC.	0	2	2	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	1	0	1	1

Water & Wastewater Companies

Complaint Activity - May 2012

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
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	1	0	1	4
WEST LAKELAND WASTEWATER, INC.	0	0	0	1
WILDWOOD WATER COMPANY	0	0	0	1
TOTALS**	8	9	17	109

**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.