



FLORIDA
PUBLIC
SERVICE
COMMISSION

CONSUMER ACTIVITY REPORT

May 2022

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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
- * Or WRITE to:

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

Consumer Activity Overview

May 2022

Complaints Received & Entered into CATS		610
Electric	31	
Gas	8	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	59	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		385
Electric	368	
Gas	16	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		40
Electric	40	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		87
Electric	86	
Gas	1	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		932
Total New Cases Received & Entered into CATS		1542

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	417	722	1139
Mail	54	13	67
Internet	139	197	336
Fax	0	0	0
Total	610	932	1542

Cases by Industry

May 2022

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	31	5%	196	21%
Natural Gas	8	1%	19	2%
Telecommunications	0	0%	173	19%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	59	10%	80	9%
Non-certificated Company Cases logged**	0	0%	464	50%
Telephone Transfer-Connects (Calls Transferred to Utilities)	385	63%		
E-Transfers	40	7%		
Cases Received & Closed by 3 Day Rule	87	14%		
Total	610	100%	932	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 PSC.

Complaints Received by County

May 2022

County	Cases	County	Cases	County	Cases	County	Cases
N/A	16	Escambia	47	Lafayette	0	Pasco	6
Alachua	1	Flagler	9	Lake	3	Pinellas	18
Baker	0	Franklin	1	Lee	13	Polk	8
Bay	18	Gadsden	0	Leon	0	Putnam	3
Bradford	0	Gilchrist	0	Levy	0	Saint Johns	2
Brevard	26	Glades	0	Liberty	0	Saint Lucie	17
Broward	80	Gulf	0	Madison	0	Santa Rosa	26
Calhoun	0	Hamilton	0	Manatee	13	Sarasota	18
Charlotte	8	Hardee	0	Marion	6	Seminole	17
Citrus	4	Hendry	2	Martin	2	Sumter	0
Clay	0	Hernando	3	Monroe	0	Suwannee	0
Collier	7	Highlands	56	Nassau	1	Taylor	1
Columbia	1	Hillsborough	17	Okaloosa	16	Union	0
Dade	0	Holmes	1	Okeechobee	2	Volusia	29
DeSoto	0	Indian River	4	Orange	20	Wakulla	1
Dixie	0	Jackson	1	Osceola	0	Walton	0
Duval	1	Jefferson	0	Palm Beach	21	Washington	3

Note: The counts listed as "N/A" are the cases their county name not available e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - May 2022

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	8	14	22	128
Florida Power & Light Company	4	3	7	293
Florida Public Utilities Company	0	0	0	6
Tampa Electric Company	1	1	2	18
TOTALS**	13	18	31	445

*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 2022

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	1	1	2	8
Florida Division of Chesapeake Utilities Corporation	0	0	0	4
Florida Public Utilities Company	0	4	4	20
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Florida Public Utilities Company - Indiantown Division	0	0	0	2
Peoples Gas System	1	1	2	9
St. Joe Natural Gas Company, Inc.	0	0	0	1
TOTALS**	2	6	8	45

*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 2022

Company Name	Month	Y-T-D
TOTALS**	0	0
<p>**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.</p>		

Relay Service Complaints
Complaint Activity - May 2022

Company Name	Month	Y-T-D
TOTALS**	0	0
<p>**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.</p>		

Pay Telephone Complaints

Complaint Activity - May 2022

Company Name	Service*	Billing*	Total	Y-T-D
TOTALS**	0	0	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.

Water & Wastewater Companies

Complaint Activity - May 2022

Company Name	Service*	Billing*	Total	Y-T-D
Crestridge Utilities, LLC	0	0	0	1
Gator Waterworks, Inc.	0	1	1	1
Grenelefe Resort Utility, Inc.	0	0	0	1
HC Waterworks, Inc.	53	0	53	55
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	1	1	1
LP Waterworks, Inc.	0	0	0	1
Neighborhood Utilities, Inc.	0	0	0	1
OB Utility Systems, L.L.C.	0	0	0	1
Ocala Palms Utilities, LLC	0	0	0	2
Sunshine Water Services	1	3	4	6
Water Management Services, Inc.	0	0	0	2
TOTALS**	54	5	59	73

**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 Consumer Contact.

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 Consumer Contact 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 Consumer Contact 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.

Consumer Contact:

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.