



# **FLORIDA PUBLIC SERVICE COMMISSION**

## **CONSUMER ACTIVITY REPORT November 2013**

# 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 November 2013

<b>Complaints Received &amp; Entered into CATS</b>		<b>821</b>
Electric	44	
Gas	3	
LifeLine	5	
Relay	0	
Pay Telephone	0	
Water & Wastewater	11	
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)		534
Electric	531	
Gas	3	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		32
Electric	32	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		192
Electric	191	
Gas	1	
Telecommunications	0	
Water / Wastewater	0	
<b>Information Requests Received &amp; Entered into CATS</b>		<b>1,748</b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>2,569</b>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	639	1,542	2,181
Mail	9	23	32
Internet	172	179	351
Fax	1	4	5
<b>Totals</b>	<b>821</b>	<b>1,748</b>	<b>2,569</b>

## Cases by Industry

**November 2013**

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	44	5 %	268	15 %
Natural Gas	3	0 %	17	1 %
Telecommunications	5	0 %	816	47 %
Lifeline	5	1 %		
Relay	0	0 %		
Pay Telephone	0	0 %		
Water & Wastewater	11	1 %	64	4 %
Non-certificated Company Cases logged**	0	0 %	583	33 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	534	65 %		
E-Transfers	32	4 %		
Cases Received & Closed by 3 Day Rule	192	23 %		
<b>Total</b>	<b>821</b>	<b>100 %</b>	<b>1,748</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

## November 2013



Note: County name not available for 20 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

# Electric Companies

## Complaint Activity - November 2013

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
DUKE ENERGY, INC.	10	15	25	253
FLORIDA POWER & LIGHT COMPANY	4	9	13	145
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	4
GULF POWER COMPANY	0	0	0	4
TAMPA ELECTRIC COMPANY	4	1	5	78
<b>TOTALS**</b>	<b>18</b>	<b>26</b>	<b>44</b>	<b>484</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 - November 2013

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	0	0	0	8
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	1	0	1	5
FLORIDA PUBLIC UTILITIES COMPANY	0	2	2	15
PEOPLES GAS SYSTEM	0	0	0	16
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	1
<b>TOTALS**</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>45</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 - November 2013

	Month	Year-To-Date
AT&T FLORIDA	4	216
CENTURYLINK	1	29
FAIRPOINT COMMUNICATIONS	0	2
VERIZON FLORIDA LLC	0	46
<b>TOTALS*</b>	<b>5</b>	<b>293</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 - November 2013

	Month	Year-To-Date
	0	0
<b>TOTALS*</b>	<b>0</b>	<b>0</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 - November 2013

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA PUBLIC COMMUNICATIONS	0	0	0	1
FLORIDA PUBLIC TELEPHONE COMPANY	0	0	0	1
PAYPHONES PLUS PLUS, LLC	0	0	0	1
<b>TOTALS**</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</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 - November 2013

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	4
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	5
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
BLACK BEAR RESERVE WATER CORPORATION	0	0	0	1
BOCILLA UTILITIES, INC.	0	0	0	1
BUCCANEER WATER SERVICE	0	0	0	1
CONTINENTAL UTILITY, INC.	0	0	0	1
CYPRESS LAKES UTILITIES, INC.	1	1	2	2
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	1
FAIRMOUNT UTILITIES, THE 2ND, INC.	0	0	0	1
FOUR POINTS UTILITY CORPORATION	3	0	3	6
GOLD COAST UTILITY CORP.	0	0	0	1
GRENELEFE RESORT UTILITY, INC.	0	0	0	1
HARBOR WATERWORKS, INC.	0	0	0	1
HC WATERWORKS, INC.	0	0	0	3
HOLIDAY GARDENS UTILITIES, INC.	0	0	0	2
INDIANTOWN COMPANY, INC.	1	1	2	3
LABRADOR UTILITIES, INC.	0	0	0	7
LAKE UTILITY SERVICES, INC.	0	0	0	2
LAKE UTILITY SERVICES, INC.	0	0	0	2
LIGHTHOUSE UTILITIES COMPANY, INC.	0	0	0	1
MARION UTILITIES, INC.	0	0	0	3
MID-COUNTY SERVICES, INC.	0	0	0	1
NEIGHBORHOOD UTILITIES, INC.	0	0	0	1
NI FLORIDA, LLC	0	0	0	3
NI FLORIDA, LLC	0	0	0	2
PARK WATER COMPANY	0	0	0	2
PARKLAND UTILITIES, INC.	0	0	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	1	1	4
PINECREST RANCHES, INC.	0	0	0	1
PINECREST UTILITIES, LLC	1	0	1	2

## Water & Wastewater Companies

### Complaint Activity - November 2013

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
PLANTATION BAY UTILITY CO.	0	0	0	1
PLURIS WEDGEFIELD, INC.	0	1	1	5
ROYAL UTILITY COMPANY	0	0	0	5
S & L UTILITIES, INC.	0	0	0	1
SANLANDO UTILITIES CORPORATION	0	0	0	2
SOUTHLAKE UTILITIES, INC.	0	0	0	2
SUNRISE UTILITIES, LLC	0	0	0	2
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	4
THE WOODS UTILITY COMPANY	0	0	0	1
TIERRA VERDE UTILITIES, INC.	0	0	0	1
TYMBER CREEK UTILITIES, INCORPORATED	0	0	0	2
UTILITIES, INC. OF FLORIDA	0	1	1	1
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	2
UTILITIES, INC. OF FLORIDA	0	0	0	6
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF LONGWOOD	0	0	0	3
UTILITIES, INC. OF PENNBROOKE	0	0	0	6
WATER MANAGEMENT SERVICES, INC.	0	0	0	2
WEST LAKELAND WASTEWATER, INC.	0	0	0	2
WINDSTREAM UTILITIES COMPANY	0	0	0	1
<b>TOTALS**</b>	<b>6</b>	<b>5</b>	<b>11</b>	<b>123</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.