



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT November 2014

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

*Or WRITE to:

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

Consumer Activity Overview November 2014

Complaints Received & Entered into CATS		768
Electric	56	
Gas	6	
LifeLine	17	
Relay	0	
Pay Telephone	0	
Water & Wastewater	10	
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)		580
Electric	568	
Gas	12	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		23
Electric	23	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		76
Electric	73	
Gas	3	
Telecommunications	0	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		1,389
Total New Cases Received & Entered into CATS		2,157

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	683	1,161	1,844
Mail	6	14	20
Internet	78	211	289
Fax	1	3	4
Totals	768	1,389	2,157

Cases by Industry

November 2014

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	56	7 %	279	20 %
Natural Gas	6	1 %	20	1 %
Telecommunications	17	2 %	685	49 %
Lifeline	17	2 %		
Relay	0	0 %		
Pay Telephone	0	0 %		
Water & Wastewater	10	1 %	65	5 %
Non-certificated Company Cases logged**	0	0 %	340	24 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	580	76 %		
E-Transfers	23	3 %		
Cases Received & Closed by 3 Day Rule	76	10 %		
Total	768	100 %	1,389	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

November 2014



Note: County name not available for 46 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - November 2014

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
DUKE ENERGY, INC.	8	31	39	441
FLORIDA POWER & LIGHT COMPANY	2	8	10	148
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	10
GULF POWER COMPANY	0	0	0	8
TAMPA ELECTRIC COMPANY	5	2	7	99
TOTALS**	15	41	56	706

**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 2014

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	2	0	2	18
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	1	0	1	2
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	14
PEOPLES GAS SYSTEM	2	0	2	26
TOTALS**	5	1	6	60

**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 2014

	Month	Year-To-Date
AT&T FLORIDA	14	88
CENTURYLINK	1	9
COX FLORIDA TELCOM, L.P.	0	1
VERIZON FLORIDA LLC	2	14
WOW! INTERNET, CABLE AND PHONE	0	1
TOTALS*	17	113

**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 2014

	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 - November 2014

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC.	0	0	0	1
FLORIDA PUBLIC TELEPHONE COMPANY	0	0	0	2
TRI-COUNTY TELEPHONE INC.	0	0	0	1
TOTALS**	0	0	0	4

**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 2014

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
BLACK BEAR RESERVE WATER CORPORATION	0	0	0	1
CORAL CAY WATER & SEWER COMPANY	0	0	0	1
COUNTRY CLUB UTILITIES, INC.	0	0	0	2
CRESTRIDGE UTILITY CORPORATION	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	25
FAIRMOUNT UTILITIES, THE 2ND, INC.	0	0	0	1
FIMC HIDEAWAY, INC.	0	0	0	1
FOUR LAKES GOLF CLUB, LTD.	0	0	0	1
FOUR POINTS UTILITY CORPORATION	0	2	2	11
GRENELEFE RESORT UTILITY, INC.	0	0	0	2
HEATHER HILLS ESTATES UTILITIES, LLC	0	1	1	1
HOLIDAY GARDENS UTILITIES, INC.	0	0	0	1
K W RESORT UTILITIES CORP.	0	0	0	1
KINCAID HILLS WATER COMPANY	0	0	0	1
LAKE OSBORNE WATERWORKS, INC.	0	0	0	4
LP WATERWORKS, INC.	0	1	1	3
NI FLORIDA, LLC	0	1	1	6
PARK WATER COMPANY	0	0	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	1
PLACID LAKES UTILITIES, INC.	0	0	0	1
PLANTATION BAY UTILITY CO.	0	0	0	1
PLURIS WEDGEFIELD, INC.	0	0	0	5
ROYAL UTILITY COMPANY	1	0	1	8
SANLANDO UTILITIES CORPORATION	0	0	0	1
SUNNY HILLS UTILITY COMPANY	0	0	0	1
SUNNY SHORES WATER CO., INC.	0	0	0	2
SUNRISE UTILITIES, LLC	0	1	1	4
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	1	0	1	5
THE WOODS UTILITY COMPANY	0	0	0	1
TLP WATER, INC.	0	0	0	1
TYMBER CREEK UTILITIES, INCORPORATED	0	0	0	7
UTILITIES, INC. OF FLORIDA	0	1	1	3
UTILITIES, INC. OF FLORIDA	0	1	1	4
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF PENNBROOKE	0	0	0	1

Water & Wastewater Companies

Complaint Activity - November 2014

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
WATER MANAGEMENT SERVICES, INC.	0	0	0	2
WEST LAKELAND WASTEWATER, INC.	0	0	0	6
WINDSTREAM UTILITIES COMPANY	0	0	0	2
TOTALS**	2	8	10	121

**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.