



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT November 2015

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 2015

Complaints Received & Entered into CATS		740
Electric	31	
Gas	7	
LifeLine	6	
Relay	0	
Pay Telephone	0	
Water & Wastewater	12	
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)		588
Electric	571	
Gas	17	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		19
Electric	18	
Gas	1	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		77
Electric	76	
Gas	1	
Telecommunications	0	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		1,298
Total New Cases Received & Entered into CATS		2,038

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	666	1,161	1,827
Mail	5	5	10
Internet	68	132	200
Fax	1	0	1
Totals	740	1,298	2,038

Cases by Industry

November 2015

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	31	4 %	196	15 %
Natural Gas	7	1 %	23	2 %
Telecommunications	6	0 %	670	52 %
Lifeline	6	1 %		
Relay	0	0 %		
Pay Telephone	0	0 %		
Water & Wastewater	12	2 %	91	7 %
Non-certificated Company Cases logged**	0	0 %	318	24 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	588	79 %		
E-Transfers	19	3 %		
Cases Received & Closed by 3 Day Rule	77	10 %		
Total	740	100 %	1,298	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 2015



Note: County name not available for 24 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - November 2015

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
DUKE ENERGY	6	8	14	292
FLORIDA POWER & LIGHT COMPANY	3	8	11	152
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	7
GULF POWER COMPANY	1	0	1	7
TAMPA ELECTRIC COMPANY	3	2	5	81
TOTALS**	13	18	31	539

**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 2015

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	1	0	1	17
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	1	1	5
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	12
PEOPLES GAS SYSTEM	2	3	5	28
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	1
TOTALS**	3	4	7	63

**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 2015

	Month	Year-To-Date
AT&T FLORIDA	3	90
CENTURYLINK	0	8
COX FLORIDA TELCOM, L.P.	0	3
TDS TELECOM/QUINCY TELEPHONE	0	1
VERIZON FLORIDA LLC	1	52
WINDSTREAM FLORIDA, LLC	2	4
TOTALS*	6	158

**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 2015

	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 2015

	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 - November 2015

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALTURAS UTILITIES, L.L.C.	0	0	0	1
BREVARD WATERWORKS, INC.	0	0	0	1
C.F.A.T. H2O, INC.	0	0	0	1
CEDAR ACRES INC	0	0	0	2
CENTRAL SUMTER UTILITY COMPANY, LLC	0	0	0	1
COUNTY-WIDE UTILITY CO., INC.	0	0	0	2
CRESTRIDGE UTILITY CORPORATION	0	0	0	1
FOUR POINTS UTILITY CORPORATION	0	2	2	32
GRENELEFE RESORT UTILITY, INC.	0	0	0	1
HC WATERWORKS, INC.	0	0	0	5
HEATHER HILLS ESTATES UTILITIES, LLC	0	0	0	2
HOLIDAY GARDENS UTILITIES, INC.	0	0	0	2
HOLIDAY GARDENS UTILITIES, LLC	1	0	1	1
INDIANTOWN COMPANY, INC.	0	0	0	1
K W RESORT UTILITIES CORP.	0	1	1	3
LAKE OSBORNE WATERWORKS, INC.	0	0	0	1
LAKE UTILITY SERVICES, INC.	0	0	0	1
LITTLE GASPARILLA WATER UTILITY, INC.	0	0	0	1
LP WATERWORKS, INC.	0	0	0	1
MFL UTILITY SYSTEMS, L.L.C.	0	0	0	2
MOBILE MANOR WATER COMPANY, INC.	0	0	0	2
NEIGHBORHOOD UTILITIES, INC.	0	1	1	1
NI FLORIDA, LLC	0	0	0	3
NI FLORIDA, LLC	0	0	0	1
OAK SPRINGS, LLC	1	0	1	1
OB UTILITY SYSTEMS, L.L.C.	0	1	1	1
ORCHID SPRINGS DEVELOPMENT CORPORATION	0	0	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	1	0	1	3
PLURIS WEDGEFIELD, INC.	0	0	0	8
ROYAL UTILITY COMPANY	0	0	0	2
S & L UTILITIES, INC.	0	1	1	1
S. V. UTILITIES, LTD.	0	0	0	4
SANLANDO UTILITIES CORPORATION	0	0	0	1
SUNNY HILLS UTILITY COMPANY	0	0	0	3
SUNNY SHORES WATER CO., INC.	0	1	1	3

Water & Wastewater Companies

Complaint Activity - November 2015

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
SUNRISE UTILITIES, LLC	0	0	0	11
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	2
THE WOODS UTILITY COMPANY	0	0	0	1
TRADEWINDS UTILITIES, INC.	1	0	1	1
TYMBER CREEK UTILITIES, INCORPORATED	0	0	0	1
USEPPA ISLAND UTILITY, INC.	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	1	1	6
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	4
UTILITIES, INC. OF PENNBROOKE	0	0	0	1
UTILITIES, INC. OF SANDALHAVEN	0	0	0	12
WEST LAKELAND WASTEWATER, INC.	0	0	0	3
TOTALS**	4	8	12	141

**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.