



FLORIDA  
PUBLIC  
SERVICE  
COMMISSION

# **CONSUMER ACTIVITY REPORT**

## **October 2019**

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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](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

October 2019

|  |     |             |
|--|-----|-------------|
| <b>Complaints Received &amp; Entered into CATS</b>                   |     | <b>821</b>  |
| Electric   |     | 65          |
| Gas  |     | 3           |
| LifeLine   |     | 1           |
| Relay  |     | 0           |
| Pay Telephone  |     | 0           |
| Water/Wastewater   |     | 8           |
| <b>Non-certificated Company Complaints Logged</b>                    |     | <b>0</b>    |
| Electric   | 0   |             |
| Gas  | 0   |             |
| Telecommunications   | 0   |             |
| Water/Wastewater   | 0   |             |
| <b>Telephone Transfer-Connects (Calls Transferred to Utilities)</b>  |     | <b>613</b>  |
| Electric   | 610 |             |
| Gas  | 3   |             |
| Telecommunications   | 0   |             |
| Water/Wastewater   | 0   |             |
| <b>E-Transfers (E-mails sent to Utilities from the PSC Web site)</b> |     | <b>41</b>   |
| Electric   | 40  |             |
| Gas  | 1   |             |
| Telecommunications   | 0   |             |
| Water/Wastewater   | 0   |             |
| <b>Cases Received / Closed Under 3 Day Rule</b>                      |     | <b>90</b>   |
| Electric   | 87  |             |
| Gas  | 3   |             |
| Telecommunications   | 0   |             |
| Water/Wastewater   | 0   |             |
| <b>Information Requests Received &amp; Entered into CATS</b>         |     | <b>2462</b> |
| <b>Total New Cases Received &amp; Entered into CATS</b>              |     | <b>3283</b> |

| <b>Cases Were Received</b> | <b>Complaints</b> | <b>Consumer Contact</b> | <b>Total Cases</b> |
|----------------------------|-------------------|-------------------------|--------------------|
| Phone                      | 691               | 1522                    | 2213               |
| Mail                       | 1                 | 12                      | 13                 |
| Internet                   | 128               | 927                     | 1055               |
| Fax                        | 1                 | 1                       | 2                  |
| <b>Total</b>               | <b>821</b>        | <b>2462</b>             | <b>3283</b>        |

## Cases by Industry

**October 2019**

|   | Complaints<br>Logged | Percentage<br>of Total<br>Complaints* | Consumer<br>Contact Logged | Percentage<br>of Total<br>Consumer<br>Contact* |
|---|----------------------|---------------------------------------|----------------------------|--|
| Electric  | 65                   | 8%                                    | 1275                       | 52%  |
| Natural Gas   | 3                    | 0%                                    | 15                         | 1%   |
| Telecommunications  | 1                    | 0%                                    | 667                        | 27%  |
| Lifeline  | 1                    | 0%                                    |                            |  |
| Relay   | 0                    | 0%                                    |                            |  |
| Pay Telephone   | 0                    | 0%                                    |                            |  |
| Water & Wastewater  | 8                    | 1%                                    | 89                         | 4%   |
| Non-certificated Company Cases<br>logged**                      | 0                    | 0%                                    | 416                        | 17%  |
| Telephone Transfer-Connects (Calls<br>Transferred to Utilities) | 613                  | 75%                                   |                            |  |
| E-Transfers   | 41                   | 5%                                    |                            |  |
| Cases Received & Closed by 3 Day<br>Rule                        | 90                   | 11%                                   |                            |  |
| <b>Total</b>  | <b>821</b>           | <b>100%</b>                           | <b>2462</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 PSC.

## Complaints Received by County

October 2019

| <b>County</b> | <b>Cases</b> | <b>County</b> | <b>Cases</b> | <b>County</b> | <b>Cases</b> |
|---------------|--------------|---------------|--------------|---------------|--------------|
| N/A           | 47           | Escambia      | 24           | Lafayette     | 0            |
| Alachua       | 1            | Flagler       | 7            | Lake          | 10           |
| Baker         | 1            | Franklin      | 0            | Lee           | 14           |
| Bay           | 12           | Gadsden       | 0            | Leon          | 0            |
| Bradford      | 0            | Gilchrist     | 0            | Levy          | 0            |
| Brevard       | 39           | Glades        | 0            | Liberty       | 0            |
| Broward       | 101          | Gulf          | 1            | Madison       | 3            |
| Calhoun       | 1            | Hamilton      | 0            | Manatee       | 10           |
| Charlotte     | 4            | Hardee        | 0            | Marion        | 8            |
| Citrus        | 5            | Hendry        | 3            | Martin        | 3            |
| Clay          | 0            | Hernando      | 2            | Monroe        | 0            |
| Collier       | 7            | Highlands     | 9            | Nassau        | 3            |
| Columbia      | 3            | Hillsborough  | 25           | Okaloosa      | 12           |
| Dade          | 92           | Holmes        | 0            | Okeechobee    | 2            |
| DeSoto        | 0            | Indian River  | 15           | Orange        | 38           |
| Dixie         | 0            | Jackson       | 2            | Osceola       | 6            |
| Duval         | 0            | Jefferson     | 1            | Palm Beach    | 43           |

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 - October 2019

| <b>Company Name</b>              | <b>Service*</b> | <b>Billing*</b> | <b>Total</b> | <b>Y-T-D</b> |
|----------------------------------|-----------------|-----------------|--------------|--------------|
| DUKE ENERGY                      | 11              | 23              | 34           | 341          |
| FLORIDA POWER & LIGHT COMPANY    | 9               | 11              | 20           | 134          |
| FLORIDA PUBLIC UTILITIES COMPANY | 1               | 3               | 4            | 28           |
| GULF POWER COMPANY               | 0               | 0               | 0            | 14           |
| TAMPA ELECTRIC COMPANY           | 4               | 3               | 7            | 100          |
| <b>TOTALS**</b>                  | <b>25</b>       | <b>40</b>       | <b>65</b>    | <b>617</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 - October 2019

| Company Name   | Service* | Billing* | Total    | Y-T-D     |
|--|----------|----------|----------|-----------|
| FLORIDA CITY GAS                                       | 1        | 0        | 1        | 15        |
| FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION   | 0        | 0        | 0        | 2         |
| FLORIDA PUBLIC UTILITIES COMPANY                       | 0        | 0        | 0        | 10        |
| FLORIDA PUBLIC UTILITIES COMPANY - FORT MEADE DIVISION | 0        | 0        | 0        | 1         |
| Peoples Gas System                                     | 2        | 0        | 2        | 19        |
| ST. JOE NATURAL GAS COMPANY, INC.                      | 0        | 0        | 0        | 2         |
| <b>TOTALS**</b>  | <b>3</b> | <b>0</b> | <b>3</b> | <b>49</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 - October 2019

| Company Name                              | Month | Y-T-D |
|---|-------|-------|
| CENTURYLINK                               | 0     | 8     |
| Frontier Communications of the South, LLC | 0     | 6     |
| FRONTIER FLORIDA LLC                      | 0     | 4     |
| Verizon Florida LLC                       | 1     | 1     |
| TOTALS**                                  | 1     | 19    |

\*\*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 - October 2019

| 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 - October 2019**

| <b>Company Name</b> | <b>Service*</b> | <b>Billing*</b> | <b>Total</b> | <b>Y-T-D</b> |
|---------------------|-----------------|-----------------|--------------|--------------|
| 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 - October 2019

| Company Name                                   | Service* | Billing* | Total | Y-T-D |
|--|----------|----------|-------|-------|
| AQUA UTILITIES FLORIDA, INC.                   | 0        | 0        | 0     | 1     |
| AQUARINA UTILITIES, INC.                       | 0        | 0        | 0     | 1     |
| BEACHES SEWER SYSTEM                           | 0        | 0        | 0     | 1     |
| Camachee Cove Yacht Harbor Utility             | 1        | 0        | 1     | 1     |
| CAP UTILITIES, LLC                             | 0        | 0        | 0     | 1     |
| CHARLIE CREEK UTILITIES, LLC                   | 0        | 0        | 0     | 1     |
| CHC VII, LTD.                                  | 0        | 0        | 0     | 2     |
| CRESTRIDGE UTILITIES, LLC                      | 0        | 0        | 0     | 7     |
| CROOKED LAKE PARK SEWERAGE COMPANY             | 0        | 0        | 0     | 3     |
| EAST MARION UTILITIES, LLC                     | 0        | 0        | 0     | 1     |
| FAIRMOUNT UTILITIES, THE 2ND, INC.             | 0        | 0        | 0     | 1     |
| FIMC Hideaway, Inc.                            | 0        | 0        | 0     | 3     |
| HC WATERWORKS, INC.                            | 1        | 0        | 1     | 6     |
| Heather Hills Utilities, LLC                   | 0        | 0        | 0     | 1     |
| Holiday Gardens Utilities, LLC                 | 0        | 0        | 0     | 3     |
| K W RESORT UTILITIES CORP.                     | 0        | 0        | 0     | 1     |
| Lake Utility Services, Inc.                    | 0        | 1        | 1     | 1     |
| LAKE YALE UTILITIES, LLC                       | 0        | 0        | 0     | 1     |
| Lakeside Waterworks. Inc.                      | 0        | 1        | 1     | 2     |
| LIGHTHOUSE UTILITIES COMPANY, INC.             | 0        | 0        | 0     | 2     |
| LITTLE GASPARILLA WATER UTILITY, INC.          | 0        | 0        | 0     | 1     |
| MCLEOD GARDENS UTILITIES, LLC                  | 0        | 0        | 0     | 1     |
| MFL UTILITY SYSTEMS, L.L.C.                    | 0        | 0        | 0     | 1     |
| MOBILE MANOR WATER COMPANY, INC.               | 0        | 0        | 0     | 1     |
| NEIGHBORHOOD UTILITIES, INC.                   | 0        | 0        | 0     | 1     |
| NI FLORIDA, LLC                                | 0        | 1        | 1     | 3     |
| NORTH PENINSULA UTILITIES CORPORATION          | 0        | 0        | 0     | 1     |
| PARK WATER COMPANY                             | 0        | 0        | 0     | 3     |
| Peoples Water Service Company of Florida, Inc. | 0        | 0        | 0     | 5     |
| PLACID LAKES UTILITIES, INC.                   | 1        | 0        | 1     | 2     |

\*\*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 - Continued

### Complaint Activity - October 2019

| Company Name                                | Service* | Billing* | Total    | Y-T-D      |
|---|----------|----------|----------|------------|
| PLURIS WEDGEFIELD, INC.                     | 0        | 0        | 0        | 1          |
| PLURIS WEDGEFIELD, LLC                      | 0        | 0        | 0        | 21         |
| RAINTREE WATERWORKS, INC.                   | 0        | 0        | 0        | 3          |
| ROYAL UTILITY COMPANY                       | 0        | 0        | 0        | 1          |
| RSPI MHC, LLC                               | 0        | 0        | 0        | 1          |
| SEMINOLE WATERWORKS, INC.                   | 0        | 0        | 0        | 1          |
| SOUTHLAKE UTILITIES, INC.                   | 0        | 0        | 0        | 2          |
| SUNLAKE ESTATES UTILITIES, L.L.C.           | 0        | 0        | 0        | 1          |
| SUNNY HILLS UTILITY COMPANY                 | 0        | 0        | 0        | 3          |
| SUNNY SHORES WATER CO.                      | 0        | 0        | 0        | 1          |
| SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. | 0        | 0        | 0        | 4          |
| THE WOODS UTILITY COMPANY                   | 0        | 0        | 0        | 6          |
| TYMBER CREEK UTILITIES, INCORPORATED        | 0        | 0        | 0        | 1          |
| USEPPA ISLAND UTILITY, INC.                 | 0        | 0        | 0        | 3          |
| UTILITIES, INC. OF FLORIDA                  | 1        | 1        | 2        | 45         |
| WATER MANAGEMENT SERVICES, INC.             | 0        | 0        | 0        | 1          |
| WILDWOOD WATER COMPANY                      | 0        | 0        | 0        | 2          |
| <b>TOTALS**</b>                             | <b>4</b> | <b>4</b> | <b>8</b> | <b>156</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.

## 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.