



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT September 2012

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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 September 2012

Complaints Received & Entered into CATS		959
Electric	53	
Gas	8	
LifeLine	17	
Relay	1	
Pay Telephone	0	
Water & Wastewater	30	
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)		716
Electric	711	
Gas	5	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		41
Electric	40	
Gas	1	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		93
Electric	91	
Gas	2	
Telecommunications	0	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		3,729
Total New Cases Received & Entered into CATS		4,688

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	816	2,991	3,807
Mail	8	44	52
Internet	133	673	806
Fax	2	21	23
Totals	959	3,729	4,688

Cases by Industry
September 2012

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	53	6 %	918	25 %
Natural Gas	8	1 %	27	1 %
Telecommunications	18	1 %	1616	43 %
Lifeline	17	2 %		
Relay	1	0 %		
Pay Telephone	0	0 %		
Water & Wastewater	30	3 %	94	3 %
Non-certificated Company Cases logged**	0	0 %	1074	29 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	716	75 %		
E-Transfers	41	4 %		
Cases Received & Closed by 3 Day Rule	93	10 %		
Total	959	100 %	3,729	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, but the complaint issue may be jurisdictional.**

Complaints Received by County

September 2012



Note: County name not available for 8 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - September 2012

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	5	10	15	138
FLORIDA PUBLIC UTILITIES COMPANY	0	2	2	5
GULF POWER COMPANY	0	1	1	4
PROGRESS ENERGY FLORIDA, INC.	11	14	25	190
TAMPA ELECTRIC COMPANY	3	7	10	60
TOTALS**	19	34	53	397

**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 - September 2012

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	1	0	1	11
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	0	0	2
FLORIDA PUBLIC UTILITIES COMPANY	2	1	3	11
PEOPLES GAS SYSTEM	2	2	4	16
TOTALS**	5	3	8	40

**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 - September 2012

	Month	Year-To-Date
ASSURANCE HOME PHONE SERVICES, INC.	0	1
AT&T FLORIDA	14	116
CENTURYLINK	1	20
VERIZON FLORIDA LLC	2	20
WINDSTREAM FLORIDA, INC.	0	1
TOTALS*	17	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 - September 2012

	Month	Year-To-Date
AT&T FLORIDA	1	3
TOTALS*	1	3

**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 - September 2012

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
EMBARQ PAYPHONE SERVICES, INC.	0	0	0	1
FLORIDA PUBLIC TELEPHONE COMPANY	0	0	0	2
TOTALS**	0	0	0	3

**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 - September 2012

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AQUA UTILITIES FLORIDA, INC.	0	1	1	2
AQUA UTILITIES FLORIDA, INC.	0	2	2	9
AQUA UTILITIES FLORIDA, INC.	1	2	3	12
AQUA UTILITIES FLORIDA, INC.	1	1	2	22
AQUA UTILITIES FLORIDA, INC.	0	1	1	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	3
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	5
AQUA UTILITIES FLORIDA, INC.	0	0	0	10
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUARINA UTILITIES, INC.	0	0	0	1
BAYSHORE UTILITIES, INC.	0	0	0	1
BIMINI BAY UTILITIES CORPORATION	0	0	0	1
BLACK BEAR RESERVE WATER CORPORATION	0	0	0	1
CYPRESS LAKES UTILITIES, INC.	0	0	0	35
EAST MARION SANITARY SYSTEMS, INC.	0	1	1	2
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	1
FOUR POINTS UTILITY CORPORATION	0	2	2	15
HEATHER HILLS ESTATES UTILITIES, LLC	0	0	0	1
HOLIDAY GARDENS UTILITIES, INC.	0	0	0	1
K W RESORT UTILITIES CORP.	0	0	0	1
L W V UTILITIES, INC.	0	0	0	1
L. P. UTILITIES CORPORATION	0	0	0	1
LABRADOR UTILITIES, INC.	0	0	0	1
LAKE PLACID UTILITIES, INC.	0	0	0	1
LAKE UTILITY SERVICES, INC.	0	0	0	3
MARION UTILITIES, INC.	0	0	0	1
MOBILE MANOR WATER COMPANY, INC.	0	0	0	1
NEIGHBORHOOD UTILITIES, INC.	0	0	0	1
NI FLORIDA, LLC	0	0	0	6
NI FLORIDA, LLC	0	0	0	2
NORTH BEACH UTILITIES, INC.	1	0	1	2
PARK WATER COMPANY	0	0	0	1

Water & Wastewater Companies

Complaint Activity - September 2012

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	1
PINECREST RANCHES, INC.	0	0	0	1
PLANTATION BAY UTILITY CO.	0	0	0	1
PLURIS WEDGEFIELD, INC.	13	1	14	19
ROYAL UTILITY COMPANY	0	0	0	4
S & L UTILITIES, INC.	0	1	1	4
SANLANDO UTILITIES CORPORATION	0	0	0	1
SOUTHLAKE UTILITIES, INC.	0	0	0	1
SUNRISE UTILITIES, LLC	0	0	0	4
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	1
UTILITIES, INC. OF FLORIDA	1	1	2	4
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF LONGWOOD	0	0	0	1
UTILITIES, INC. OF PENNBROOKE	0	0	0	4
WEST LAKELAND WASTEWATER, INC.	0	0	0	1
WILDWOOD WATER COMPANY	0	0	0	1
TOTALS**	17	13	30	202

**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.