



FLORIDA  
PUBLIC  
SERVICE  
COMMISSION

# **CONSUMER ACTIVITY REPORT**

**April 2020**

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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

April 2020

<b>Complaints Received &amp; Entered into CATS</b>		<b>232</b>
Electric	31	
Gas	2	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	3	
<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>115</b>
Electric	114	
Gas	1	
Telecommunications	0	
Water/Wastewater	0	
<b>E-Transfers (E-mails sent to Utilities from the PSC Web site)</b>		<b>28</b>
Electric	27	
Gas	1	
Telecommunications	0	
Water/Wastewater	0	
<b>Cases Received / Closed Under 3 Day Rule</b>		<b>53</b>
Electric	52	
Gas	1	
Telecommunications	0	
Water/Wastewater	0	
<b>Consumer Contacts Received &amp; Entered into CATS.</b>		<b>1199</b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>1431</b>

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	159	1078	1237
Mail	2	2	4
Internet	71	119	190
Fax	0	0	0
<b>Total</b>	<b>232</b>	<b>1199</b>	<b>1431</b>

## Cases by Industry

**April 2020**

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	31	13%	182	15%
Natural Gas	2	1%	12	1%
Telecommunications	0	0%	456	38%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	3	1%	71	6%
Non-certificated Company Cases logged**	0	0%	478	40%
Telephone Transfer-Connects (Calls Transferred to Utilities)	115	50%		
E-Transfers	28	12%		
Cases Received & Closed by 3 Day Rule	53	23%		
<b>Total</b>	<b>232</b>	<b>100%</b>	<b>1199</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

**April 2020**

<b>County</b>	<b>Cases</b>	<b>County</b>	<b>Cases</b>	<b>County</b>	<b>Cases</b>
N/A	17	Escambia	8	Lafayette	0
Alachua	0	Flagler	0	Lake	2
Baker	0	Franklin	0	Lee	3
Bay	7	Gadsden	0	Leon	0
Bradford	0	Gilchrist	0	Levy	0
Brevard	11	Glades	0	Liberty	0
Broward	32	Gulf	0	Madison	0
Calhoun	0	Hamilton	0	Manatee	5
Charlotte	4	Hardee	1	Marion	3
Citrus	2	Hendry	1	Martin	2
Clay	0	Hernando	0	Monroe	0
Collier	0	Highlands	0	Nassau	0
Columbia	1	Hillsborough	17	Okaloosa	7
Dade	0	Holmes	0	Okeechobee	2
DeSoto	0	Indian River	4	Orange	6
Dixie	0	Jackson	0	Osceola	1
Duval	0	Jefferson	0	Palm Beach	21

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 - April 2020

<b>Company Name</b>	<b>Service*</b>	<b>Billing*</b>	<b>Total</b>	<b>Y-T-D</b>
Duke Energy	8	10	18	72
Florida Power & Light Company	3	1	4	28
Florida Public Utilities Company	0	0	0	4
Gulf Power Company	1	3	4	10
Tampa Electric Company	4	1	5	15
<b>TOTALS**</b>	<b>16</b>	<b>15</b>	<b>31</b>	<b>129</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 - April 2020

<b>Company Name</b>	<b>Service*</b>	<b>Billing*</b>	<b>Total</b>	<b>Y-T-D</b>
Florida City Gas	0	0	0	1
Florida Division of Chesapeake Utilities Corporation	0	0	0	1
Florida Public Utilities Company	0	1	1	1
Peoples Gas System	0	1	1	7
St. Joe Natural Gas Company, Inc.	0	0	0	1
<b>TOTALS**</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>11</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 - April 2020

Company Name	Month	Y-T-D
CenturyLink	0	4
TOTALS**	0	4

\*\*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 - April 2020

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 - April 2020

<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 - April 2020

Company Name	Service*	Billing*	Total	Y-T-D
Central Sumter Utility Company, LLC	0	0	0	1
Charlie Creek Utilities, LLC	1	0	1	2
CHC VII, Ltd.	0	0	0	1
Coral Cay Water & Sewer Company	0	0	0	1
HC Waterworks, Inc.	0	0	0	1
Hometown Canada Utility, Inc.	0	1	1	1
Joyland Water System	0	0	0	1
K W Resort Utilities Corp.	0	0	0	1
Lake Talquin Water Company, Inc.	0	0	0	1
Lakeside Waterworks. Inc.	1	0	1	1
LP Waterworks, Inc.	0	0	0	4
Marion Utilities, Inc.	0	0	0	1
Ni Florida, LLC	0	0	0	1
Park Water Company	0	0	0	1
Peoples Water Service Company of Florida, Inc.	0	0	0	1
Royal Utility Company	0	0	0	1
Southlake Utilities, Inc.	0	0	0	2
Sunrise Water, LLC	0	0	0	1
The Woods Utility Company	0	0	0	1
Utilities, Inc. of Florida	0	0	0	10
<b>TOTALS**</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>34</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 Consumer Contact.

### **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 Consumer Contact 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 Consumer Contact 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.

### **Consumer Contact:**

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.

