



FLORIDA  
PUBLIC  
SERVICE  
COMMISSION

**CONSUMER ACTIVITY  
REPORT  
April 2021**

## 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	10

## 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 2021

<b>Complaints Received &amp; Entered into CATS</b>		<b>378</b>
Electric	34	
Gas	4	
LifeLine	1	
Relay	0	
Pay Telephone	0	
Water/Wastewater	7	
<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>260</b>
Electric	252	
Gas	8	
Telecommunications	0	
Water/Wastewater	0	
<b>E-Transfers (E-mails sent to Utilities from the PSC Web site)</b>		<b>25</b>
Electric	25	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
<b>Cases Received / Closed Under 3 Day Rule</b>		<b>47</b>
Electric	44	
Gas	3	
Telecommunications	0	
Water/Wastewater	0	
<b>Consumer Contacts Received &amp; Entered into CATS.</b>		<b>1140</b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>1518</b>

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	305	970	1275
Mail	1	11	12
Internet	72	158	230
Fax	0	1	1
<b>Total</b>	<b>378</b>	<b>1140</b>	<b>1518</b>

## Cases by Industry

**April 2021**

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	34	9%	331	29%
Natural Gas	4	1%	22	2%
Telecommunications	1	0%	340	30%
Lifeline	1	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	7	2%	62	5%
Non-certificated Company Cases logged**	0	0%	385	34%
Telephone Transfer-Connects (Calls Transferred to Utilities)	260	69%		
E-Transfers	25	7%		
Cases Received & Closed by 3 Day Rule	47	12%		
<b>Total</b>	<b>378</b>	<b>100%</b>	<b>1140</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 2021**

<b>County</b>	<b>Cases</b>	<b>County</b>	<b>Cases</b>	<b>County</b>	<b>Cases</b>
N/A	9	Escambia	41	Lafayette	0
Alachua	0	Flagler	2	Lake	4
Baker	0	Franklin	0	Lee	9
Bay	16	Gadsden	0	Leon	1
Bradford	0	Gilchrist	0	Levy	0
Brevard	23	Glades	0	Liberty	0
Broward	45	Gulf	0	Madison	1
Calhoun	0	Hamilton	0	Manatee	4
Charlotte	4	Hardee	0	Marion	3
Citrus	0	Hendry	0	Martin	6
Clay	0	Hernando	0	Monroe	0
Collier	4	Highlands	2	Nassau	0
Columbia	2	Hillsborough	16	Okaloosa	11
Dade	0	Holmes	0	Okeechobee	4
DeSoto	1	Indian River	7	Orange	2
Dixie	0	Jackson	1	Osceola	2
Duval	0	Jefferson	0	Palm Beach	32

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 2021

<b>Company Name</b>	<b>Service*</b>	<b>Billing*</b>	<b>Total</b>	<b>Y-T-D</b>
Duke Energy	9	7	16	74
Florida Power & Light Company	3	2	5	31
Florida Public Utilities Company	0	0	0	16
Gulf Power Company	0	5	5	98
Tampa Electric Company	8	0	8	18
<b>TOTALS**</b>	<b>20</b>	<b>14</b>	<b>34</b>	<b>237</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 2021**

<b>Company Name</b>	<b>Service*</b>	<b>Billing*</b>	<b>Total</b>	<b>Y-T-D</b>
Florida City Gas	1	3	4	7
Florida Division of Chesapeake Utilities Corporation	0	0	0	1
Florida Public Utilities Company	0	0	0	2
Peoples Gas System	0	0	0	13
<b>TOTALS**</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>23</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 2021

Company Name	Month	Y-T-D
CenturyLink	1	1
TOTALS**	1	1

\*\*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 2021**

<b>Company Name</b>	<b>Month</b>	<b>Y-T-D</b>
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 2021

<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 2021

Company Name	Service*	Billing*	Total	Y-T-D
Aquarina Utilities, Inc.	2	0	2	2
Beaches Sewer System	0	0	0	1
Coral Cay Water & Sewer Company	0	0	0	1
Crooked Lake Park Sewerage Company	1	0	1	1
East Marion Utilities, LLC	0	0	0	1
HC Waterworks, Inc.	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
Little Gasparilla Water Utility, Inc.	0	0	0	1
Ni Florida, LLC	1	0	1	1
Okaloosa Waterworks, Inc.	0	0	0	1
Palm Valley Utilities	0	0	0	1
Peoples Water Service Company of Florida, Inc.	0	1	1	1
Pluris Wedgefield, LLC	0	0	0	1
Sunny Shores Utilities, LLC	1	0	1	1
Sunrise Water, LLC	0	0	0	2
Sunshine Utilities of Central Florida, Inc.	0	0	0	2
Utilities, Inc. of Florida	0	1	1	6
<b>TOTALS**</b>	<b>5</b>	<b>2</b>	<b>7</b>	<b>25</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.

