



FLORIDA  
PUBLIC  
SERVICE  
COMMISSION

# **CONSUMER ACTIVITY REPORT**

## **December 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

December 2019

<b>Complaints Received &amp; Entered into CATS</b>		<b>670</b>
Electric		24
Gas		5
LifeLine		8
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>528</b>
Electric	521	
Gas	7	
Telecommunications	0	
Water/Wastewater	0	
<b>E-Transfers (E-mails sent to Utilities from the PSC Web site)</b>		<b>37</b>
Electric	37	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
<b>Cases Received / Closed Under 3 Day Rule</b>		<b>61</b>
Electric	60	
Gas	1	
Telecommunications	0	
Water/Wastewater	0	
<b>Information Requests Received &amp; Entered into CATS</b>		<b>1365</b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>2037</b>

<b>Cases Were Received</b>	<b>Complaints</b>	<b>Consumer Contact</b>	<b>Total Cases</b>
Phone	584	1188	1772
Mail	0	8	8
Internet	86	157	243
Fax	0	1	1
<b>Total</b>	<b>670</b>	<b>1365</b>	<b>2037</b>

## Cases by Industry

**December 2019**

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	24	4%	354	26%
Natural Gas	5	1%	18	1%
Telecommunications	8	1%	668	49%
Lifeline	8	1%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	7	1%	46	3%
Non-certificated Company Cases logged**	0	0%	266	19%
Telephone Transfer-Connects (Calls Transferred to Utilities)	528	79%		
E-Transfers	37	6%		
Cases Received & Closed by 3 Day Rule	61	9%		
<b>Total</b>	<b>670</b>	<b>100%</b>	<b>1365</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

**December 2019**

<b>County</b>	<b>Cases</b>	<b>County</b>	<b>Cases</b>	<b>County</b>	<b>Cases</b>
N/A	39	Escambia	21	Lafayette	0
Alachua	0	Flagler	10	Lake	7
Baker	0	Franklin	1	Lee	16
Bay	11	Gadsden	0	Leon	0
Bradford	0	Gilchrist	1	Levy	0
Brevard	21	Glades	0	Liberty	1
Broward	80	Gulf	0	Madison	0
Calhoun	0	Hamilton	0	Manatee	13
Charlotte	6	Hardee	1	Marion	11
Citrus	7	Hendry	1	Martin	2
Clay	0	Hernando	2	Monroe	0
Collier	5	Highlands	6	Nassau	1
Columbia	1	Hillsborough	23	Okaloosa	9
Dade	0	Holmes	0	Okeechobee	5
DeSoto	1	Indian River	5	Orange	43
Dixie	0	Jackson	1	Osceola	4
Duval	1	Jefferson	1	Palm Beach	37

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 - December 2019

Company Name	Service*	Billing*	Total	Y-T-D
DUKE ENERGY	5	11	16	350
FLORIDA POWER & LIGHT COMPANY	1	5	6	124
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	28
GULF POWER COMPANY	0	0	0	14
TAMPA ELECTRIC COMPANY	1	1	2	101
TOTALS**	7	17	24	617

\*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 - December 2019

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	1	1	2	17
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	1	2	3	20
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	2
TOTALS**	2	3	5	52

\*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 - December 2019

<b>Company Name</b>	<b>Month</b>	<b>Y-T-D</b>
CENTURYLINK	6	11
FRONTIER COMMUNICATIONS OF THE SOUTH, LLC	2	7
FRONTIER FLORIDA LLC	0	5
<b>TOTALS**</b>	<b>8</b>	<b>23</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.



## Relay Service Complaints

### Complaint Activity - December 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 - December 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 - December 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	2
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
Forest Utilities, Inc.	1	0	1	1
Hash Utilities, LLC	1	0	1	1
HC WATERWORKS, INC.	0	0	0	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	0	0	1
LAKE YALE UTILITIES, LLC	0	0	0	1
LAKESIDE WATERWORKS. INC.	0	0	0	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	0	0	3
NORTH PENINSULA UTILITIES CORPORATION	0	0	0	1
Park Water Company	0	1	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.

## Water & Wastewater Companies - Continued

### Complaint Activity - December 2019

Company Name	Service*	Billing*	Total	Y-T-D
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	5
PLACID LAKES UTILITIES, INC.	0	0	0	2
PLURIS WEDGEFIELD, INC.	0	1	1	2
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	0	1	1	46
Water Management Services, Inc.	0	1	1	2
WILDWOOD WATER COMPANY	0	0	0	2
<b>TOTALS**</b>	<b>3</b>	<b>4</b>	<b>7</b>	<b>162</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.

