



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT February 2018

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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 February 2018

| | | |
|---|-----|--------------|
| Complaints Received & Entered into CATS | | 934 |
| Electric | 84 | |
| Gas | 4 | |
| LifeLine | 2 | |
| Relay | 0 | |
| Pay Telephone | 0 | |
| Water & Wastewater | 24 | |
| 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) | | 685 |
| Electric | 677 | |
| Gas | 8 | |
| Telecommunications | 0 | |
| Water/Wastewater | 0 | |
| E-Transfers (E-mails sent to Utilities from the PSC Web site) | | 55 |
| Electric | 54 | |
| Gas | 1 | |
| Telecommunications | 0 | |
| Water/Wastewater | 0 | |
| Cases Received / Closed Under 3 Day Rule | | 80 |
| Electric | 77 | |
| Gas | 3 | |
| Telecommunications | 0 | |
| Water / Wastewater | 0 | |
| Information Requests Received & Entered into CATS | | 1,678 |
| Total New Cases Received & Entered into CATS | | 2,612 |

| How Cases Were Received | Complaints | Information Requests | Total Cases |
|-------------------------|------------|----------------------|--------------|
| Phone | 763 | 1,482 | 2,245 |
| Mail | 7 | 9 | 16 |
| Internet | 164 | 185 | 349 |
| Fax | 0 | 2 | 2 |
| Totals | 934 | 1,678 | 2,612 |

Cases by Industry

February 2018

| | Complaints Logged | % of Total Complaints* | Information Requests Logged | % of Total Information Requests* |
|---|----------------------|---------------------------|--------------------------------|--|
| Electric | 84 | 9 % | 292 | 17 % |
| Natural Gas | 4 | 0 % | 19 | 1 % |
| Telecommunications | 2 | 0 % | 805 | 48 % |
| Lifeline | 2 | 0 % | | |
| Relay | 0 | 0 % | | |
| Pay Telephone | 0 | 0 % | | |
| Water & Wastewater | 24 | 3 % | 108 | 6 % |
| Non-certificated Company Cases logged** | 0 | 0 % | 454 | 27 % |
| Telephone Transfer-Connects (Calls Transferred to Utilities) | 685 | 73 % | | |
| E-Transfers | 55 | 6 % | | |
| Cases Received & Closed by 3 Day Rule | 80 | 9 % | | |
| Total | 934 | 100 % | 1,678 | 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.

Complaints Received by County

February 2018



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

Electric Companies

Complaint Activity - February 2018

| | Complaints Logged | | | |
|----------------------------------|-------------------|-----------|-----------|------------|
| | Service* | Billing* | Total | Y-T-D |
| DUKE ENERGY | 12 | 47 | 59 | 98 |
| FLORIDA POWER & LIGHT COMPANY | 2 | 13 | 15 | 31 |
| FLORIDA PUBLIC UTILITIES COMPANY | 0 | 3 | 3 | 4 |
| GULF POWER COMPANY | 0 | 2 | 2 | 2 |
| TAMPA ELECTRIC COMPANY | 2 | 3 | 5 | 12 |
| TOTALS** | 16 | 68 | 84 | 147 |

**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 - February 2018

| | Complaints Logged | | | |
|----------------------------------|-------------------|----------|----------|-----------|
| | Service* | Billing* | Total | Y-T-D |
| FLORIDA CITY GAS | 1 | 1 | 2 | 5 |
| FLORIDA PUBLIC UTILITIES COMPANY | 0 | 1 | 1 | 3 |
| PEOPLES GAS SYSTEM | 0 | 1 | 1 | 2 |
| TOTALS** | 1 | 3 | 4 | 10 |

**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 - February 2018

| | Month | Year-To-Date |
|---|----------|--------------|
| AT&T FLORIDA | 1 | 2 |
| CENTURYLINK | 1 | 2 |
| FRONTIER COMMUNICATIONS OF THE SOUTH, LLC | 0 | 2 |
| TOTALS* | 2 | 6 |

**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 - February 2018

| | Month | Year-To-Date |
|----------------|----------|--------------|
| | 0 | 0 |
| TOTALS* | 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.*

Pay Telephone Companies

Complaint Activity - February 2018

| | Complaints Logged | | | |
|-----------------|-------------------|----------|----------|----------|
| | Service* | Billing* | Total | Y-T-D |
| | 0 | 0 | 0 | 0 |
| TOTALS** | 0 | 0 | 0 | 0 |

**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 - February 2018

| | Complaints Logged | | | |
|--|-------------------|-----------|-----------|-----------|
| | Service* | Billing* | Total | Y-T-D |
| AQUARINA UTILITIES, INC. | 0 | 0 | 0 | 1 |
| BLACK BEAR WATERWORKS, INC. | 0 | 0 | 0 | 1 |
| BOCILLA UTILITIES, INC. | 1 | 0 | 1 | 8 |
| BREVARD WATERWORKS, INC. | 0 | 0 | 0 | 1 |
| CAP UTILITIES, LLC | 0 | 2 | 2 | 11 |
| CHC VII, LTD. | 0 | 1 | 1 | 2 |
| EAST MARION UTILITIES, LLC | 0 | 0 | 0 | 1 |
| FIMC HIDEAWAY, INC. | 1 | 0 | 1 | 1 |
| HC WATERWORKS, INC. | 0 | 1 | 1 | 2 |
| HEATHER HILLS ESTATES UTILITIES, LLC | 0 | 0 | 0 | 1 |
| HEATHER HILLS UTILITIES, LLC | 1 | 0 | 1 | 1 |
| NI FLORIDA, LLC | 0 | 1 | 1 | 1 |
| PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC. | 0 | 0 | 0 | 1 |
| PLURIS WEDGEFIELD, INC. | 0 | 0 | 0 | 1 |
| SEMINOLE WATERWORKS, INC. | 0 | 0 | 0 | 1 |
| SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. | 0 | 0 | 0 | 1 |
| TYMBER CREEK UTILITIES, INCORPORATED | 0 | 1 | 1 | 1 |
| UTILITIES, INC. OF FLORIDA | 4 | 9 | 13 | 17 |
| UTILITIES, INC. OF FLORIDA | 0 | 1 | 1 | 1 |
| UTILITIES, INC. OF FLORIDA | 0 | 0 | 0 | 1 |
| UTILITIES, INC. OF PENNBROOKE | 0 | 1 | 1 | 1 |
| WILDWOOD WATER COMPANY | 0 | 0 | 0 | 1 |
| TOTALS** | 7 | 17 | 24 | 57 |

**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.