



FLORIDA
PUBLIC
SERVICE
COMMISSION

CONSUMER ACTIVITY REPORT

February 2022

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
- * Or WRITE to:

Florida Public Service Commission
Office of Consumer Assistance & Outreach
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview

February 2022

Complaints Received & Entered into CATS		972
Electric	213	
Gas	9	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	4	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		475
Electric	455	
Gas	20	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		100
Electric	100	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		171
Electric	169	
Gas	2	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		1797
Total New Cases Received & Entered into CATS		2769

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	525	1089	1614
Mail	1	12	13
Internet	446	696	1142
Fax	0	0	0
Total	972	1797	2769

Cases by Industry

February 2022

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	212	22%	758	42%
Natural Gas	9	1%	16	1%
Telecommunications	0	0%	228	13%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	4	0%	109	6%
Non-certificated Company Cases logged**	0	0%	686	38%
Telephone Transfer-Connects (Calls Transferred to Utilities)	475	49%		
E-Transfers	100	10%		
Cases Received & Closed by 3 Day Rule	171	18%		
Total	972	100%	1797	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 PSC.

Complaints Received by County

February 2022

County	Cases	County	Cases	County	Cases	County	Cases
N/A	13	Escambia	267	Lafayette	0	Pasco	7
Alachua	0	Flagler	9	Lake	8	Pinellas	28
Baker	0	Franklin	0	Lee	10	Polk	14
Bay	54	Gadsden	0	Leon	0	Putnam	1
Bradford	1	Gilchrist	0	Levy	2	Saint Johns	4
Brevard	18	Glades	0	Liberty	0	Saint Lucie	11
Broward	56	Gulf	0	Madison	2	Santa Rosa	107
Calhoun	0	Hamilton	0	Manatee	12	Sarasota	10
Charlotte	9	Hardee	0	Marion	10	Seminole	12
Citrus	6	Hendry	1	Martin	2	Sumter	0
Clay	0	Hernando	0	Monroe	0	Suwannee	0
Collier	7	Highlands	12	Nassau	2	Taylor	0
Columbia	4	Hillsborough	17	Okaloosa	86	Union	0
Dade	0	Holmes	2	Okeechobee	0	Volusia	21
DeSoto	3	Indian River	2	Orange	21	Wakulla	1
Dixie	0	Jackson	2	Osceola	0	Walton	9
Duval	0	Jefferson	0	Palm Beach	37	Washington	8

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 - February 2022

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	5	26	31	55
Florida Power & Light Company	6	166	172	198
Florida Public Utilities Company	0	2	2	4
Tampa Electric Company	5	2	7	8
TOTALS**	16	196	212	265

*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 2022

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	2	0	2	3
Florida Division of Chesapeake Utilities Corporation	0	0	0	1
Florida Public Utilities Company	0	4	4	7
Florida Public Utilities Company - Indiantown Division	2	0	2	2
Peoples Gas System	0	1	1	4
TOTALS**	4	5	9	17

*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 2022

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>		

Relay Service Complaints

Complaint Activity - February 2022

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 - February 2022

Company Name	Service*	Billing*	Total	Y-T-D
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 - February 2022

Company Name	Service*	Billing*	Total	Y-T-D
Crestridge Utilities, LLC	0	1	1	1
Grenelefe Resort Utility, Inc.	0	0	0	1
Heather Hills Utilities, LLC	1	0	1	1
LP Waterworks, Inc.	1	0	1	1
Ocala Palms Utilities, LLC	1	0	1	1
Sunshine Water Services	0	0	0	1
TOTALS**	3	1	4	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.

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.

