



FLORIDA  
PUBLIC  
SERVICE  
COMMISSION

# **CONSUMER ACTIVITY REPORT**

## **January 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

January 2020

<b>Complaints Received &amp; Entered into CATS</b>		<b>623</b>
Electric		34
Gas		2
LifeLine		3
Relay		0
Pay Telephone		0
Water/Wastewater		10
<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>483</b>
Electric	475	
Gas	8	
Telecommunications	0	
Water/Wastewater	0	
<b>E-Transfers (E-mails sent to Utilities from the PSC Web site)</b>		<b>33</b>
Electric	33	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
<b>Cases Received / Closed Under 3 Day Rule</b>		<b>58</b>
Electric	55	
Gas	3	
Telecommunications	0	
Water/Wastewater	0	
<b>Consumer Contacts Received &amp; Entered into CATS.</b>		<b>1272</b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>1895</b>

<b>Cases Were Received</b>	<b>Complaints</b>	<b>Consumer Contact</b>	<b>Total Cases</b>
Phone	532	1085	1617
Mail	4	18	22
Internet	87	165	252
Fax	0	4	4
<b>Total</b>	<b>623</b>	<b>1272</b>	<b>1895</b>

## Cases by Industry

January 2020

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	34	5%	261	21%
Natural Gas	2	0%	18	1%
Telecommunications	3	0%	544	43%
Lifeline	3	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	10	2%	101	8%
Non-certificated Company Cases logged**	0	0%	322	25%
Telephone Transfer-Connects (Calls Transferred to Utilities)	483	78%		
E-Transfers	33	5%		
Cases Received & Closed by 3 Day Rule	58	9%		
<b>Total</b>	<b>623</b>	<b>100%</b>	<b>1272</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

January 2020

<b>County</b>	<b>Cases</b>	<b>County</b>	<b>Cases</b>	<b>County</b>	<b>Cases</b>
N/A	47	Escambia	15	Lafayette	0
Alachua	1	Flagler	7	Lake	15
Baker	1	Franklin	0	Lee	11
Bay	8	Gadsden	0	Leon	0
Bradford	0	Gilchrist	0	Levy	1
Brevard	27	Glades	0	Liberty	0
Broward	68	Gulf	1	Madison	2
Calhoun	0	Hamilton	0	Manatee	8
Charlotte	4	Hardee	0	Marion	8
Citrus	2	Hendry	0	Martin	6
Clay	0	Hernando	2	Monroe	0
Collier	8	Highlands	2	Nassau	2
Columbia	4	Hillsborough	17	Okaloosa	3
Dade	0	Holmes	2	Okeechobee	6
DeSoto	2	Indian River	8	Orange	24
Dixie	0	Jackson	0	Osceola	3
Duval	0	Jefferson	1	Palm Beach	27

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 - January 2020

<b>Company Name</b>	<b>Service*</b>	<b>Billing*</b>	<b>Total</b>	<b>Y-T-D</b>
Duke Energy	9	13	22	22
Florida Power & Light Company	4	4	8	8
Florida Public Utilities Company	1	0	1	1
Gulf Power Company	1	0	1	1
Tampa Electric Company	1	1	2	2
<b>TOTALS**</b>	<b>16</b>	<b>18</b>	<b>34</b>	<b>34</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 - January 2020

Company Name	Service*	Billing*	Total	Y-T-D
Peoples Gas System	1	1	2	3
<b>TOTALS**</b>	1	1	2	3

\*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 - January 2020

<b>Company Name</b>	<b>Month</b>	<b>Y-T-D</b>
CenturyLink	3	4
TOTALS**	3	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 - January 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 - January 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 - January 2020

<b>Company Name</b>	<b>Service*</b>	<b>Billing*</b>	<b>Total</b>	<b>Y-T-D</b>
Central Sumter Utility Company, LLC	0	1	1	1
Coral Cay Water & Sewer Company	1	0	1	1
K W Resort Utilities Corp.	0	0	0	1
Peoples Water Service Company of Florida, Inc.	0	1	1	1
Southlake Utilities, Inc.	0	0	1	1
Utilities, Inc. of Florida	0	2	6	6
<b>TOTALS**</b>	<b>1</b>	<b>4</b>	<b>10</b>	<b>11</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.

