



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT June 2019

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 June 2019

Complaints Received & Entered into CATS		722
Electric	63	
Gas	1	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water & Wastewater	20	
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)		509
Electric	504	
Gas	5	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		46
Electric	46	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		83
Electric	81	
Gas	2	
Telecommunications	0	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		1,505
Total New Cases Received & Entered into CATS		2,227

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	569	1,134	1,703
Mail	3	18	21
Internet	150	353	503
Fax	0	0	0
Totals	722	1,505	2,227

Cases by Industry

June 2019

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	63	9 %	476	32 %
Natural Gas	1	0 %	14	1 %
Telecommunications	0	0 %	615	41 %
Lifeline	0	0 %		
Relay	0	0 %		
Pay Telephone	0	0 %		
Water & Wastewater	20	3 %	76	5 %
Non-certificated Company Cases logged**	0	0 %	324	22 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	509	70 %		
E-Transfers	46	6 %		
Cases Received & Closed by 3 Day Rule	83	11 %		
Total	722	100 %	1,505	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

June 2019



Note: County name not available for 26 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - June 2019

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
DUKE ENERGY	18	12	30	162
FLORIDA POWER & LIGHT COMPANY	3	5	8	51
FLORIDA PUBLIC UTILITIES COMPANY	0	3	3	18
GULF POWER COMPANY	0	0	0	4
TAMPA ELECTRIC COMPANY	21	1	22	59
TOTALS**	42	21	63	294

**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 - June 2019

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	1	0	1	8
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	0	0	1
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	10
FLORIDA PUBLIC UTILITIES COMPANY - FORT MEADE DIVISION	0	0	0	1
PEOPLES GAS SYSTEM	0	0	0	1
PEOPLES GAS SYSTEM	0	0	0	5
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	2
TOTALS**	1	0	1	28

**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 - June 2019

	Month	Year-To-Date
	0	0
CENTURYLINK	0	2
FRONTIER COMMUNICATIONS OF THE SOUTH, LLC	0	3
FRONTIER FLORIDA LLC	0	4
TOTALS*	0	9

**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 - June 2019

	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 - June 2019

	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 - June 2019

	Complaints Logged			
	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
CAP UTILITIES, LLC	0	1	1	1
CHARLIE CREEK UTILITIES, LLC	0	0	0	1
FIMC HIDEAWAY, INC.	0	0	0	2
HC WATERWORKS, INC.	0	0	0	3
K W RESORT UTILITIES CORP.	0	1	1	1
LAKE YALE UTILITIES, LLC	1	0	1	1
LIGHTHOUSE UTILITIES COMPANY, INC.	1	0	1	1
LITTLE GASPARILLA WATER UTILITY, INC.	0	0	0	1
MFL UTILITY SYSTEMS, L.L.C.	0	0	0	1
NEIGHBORHOOD UTILITIES, INC.	0	0	0	1
NI FLORIDA, LLC	0	0	0	1
NORTH PENINSULA UTILITIES CORPORATION	0	0	0	1
PARK WATER COMPANY	0	2	2	2
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	2
PLURIS WEDGEFIELD, INC.	0	0	0	21
RAINTREE WATERWORKS, INC.	0	1	1	3
ROYAL UTILITY COMPANY	1	0	1	1
RSPI MHC, LLC	0	0	0	1
SOUTHLAKE UTILITIES, INC.	0	0	0	1
SUNLAKE ESTATES UTILITIES, L.L.C.	0	0	0	1
SUNNY HILLS UTILITY COMPANY	0	0	0	2
SUNNY SHORES WATER CO.	0	0	0	1
SUNRISE WATER, LLC	0	0	0	1
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	1	1	2
THE WOODS UTILITY COMPANY	1	0	1	3
TYMBER CREEK UTILITIES, INCORPORATED	0	0	0	1
USEPPA ISLAND UTILITY, INC.	0	0	0	3
UTILITIES, INC. OF FLORIDA	0	1	1	1
UTILITIES, INC. OF FLORIDA	1	7	8	19
UTILITIES, INC. OF FLORIDA	1	0	1	1
UTILITIES, INC. OF FLORIDA	0	0	0	1
WILDWOOD WATER COMPANY	0	0	0	2
TOTALS**	6	14	20	87

**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.