



FLORIDA
PUBLIC
SERVICE
COMMISSION

CONSUMER ACTIVITY REPORT

June 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
- * Or WRITE to:

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

Consumer Activity Overview

June 2020

Complaints Received & Entered into CATS		304
Electric		54
Gas		5
LifeLine		1
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)		121
Electric	117	
Gas	4	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		32
Electric	32	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		87
Electric	82	
Gas	5	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		1165
Total New Cases Received & Entered into CATS		1469

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	186	1030	1216
Mail	2	10	12
Internet	116	125	241
Fax	0	0	0
Total	304	1165	1469

Cases by Industry

June 2020

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	54	18%	173	15%
Natural Gas	5	2%	11	1%
Telecommunications	1	0%	577	50%
Lifeline	1	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	4	1%	60	5%
Non-certificated Company Cases logged**	0	0%	344	30%
Telephone Transfer-Connects (Calls Transferred to Utilities)	121	40%		
E-Transfers	32	11%		
Cases Received & Closed by 3 Day Rule	87	29%		
Total	304	100%	1165	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

June 2020

County	Cases	County	Cases	County	Cases
N/A	16	Escambia	7	Lafayette	0
Alachua	0	Flagler	2	Lake	0
Baker	0	Franklin	0	Lee	8
Bay	9	Gadsden	0	Leon	0
Bradford	0	Gilchrist	0	Levy	0
Brevard	9	Glades	0	Liberty	0
Broward	42	Gulf	1	Madison	0
Calhoun	0	Hamilton	0	Manatee	4
Charlotte	2	Hardee	0	Marion	3
Citrus	2	Hendry	1	Martin	2
Clay	0	Hernando	0	Monroe	0
Collier	4	Highlands	5	Nassau	1
Columbia	1	Hillsborough	25	Okaloosa	5
Dade	0	Holmes	0	Okeechobee	0
DeSoto	0	Indian River	4	Orange	4
Dixie	0	Jackson	1	Osceola	2
Duval	0	Jefferson	0	Palm Beach	23

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 - June 2020

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	15	13	28	121
Florida Power & Light Company	4	2	6	38
Florida Public Utilities Company	0	1	1	5
Gulf Power Company	1	2	3	16
Tampa Electric Company	15	1	16	38
TOTALS**	35	19	54	218

*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 2020

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	1	2	3	5
Florida Division of Chesapeake Utilities Corporation	0	0	0	1
Florida Public Utilities Company	0	0	0	3
Peoples Gas System	1	1	2	10
St. Joe Natural Gas Company, Inc.	0	0	0	1
TOTALS**	2	3	5	20

*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 2020

Company Name	Month	Y-T-D
CenturyLink	0	4
Frontier Florida LLC	1	1
TOTALS**	1	5

**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 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 - June 2020

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 - June 2020

Company Name	Service*	Billing*	Total	Y-T-D
Central Sumter Utility Company, LLC	0	0	0	1
Charlie Creek Utilities, LLC	0	0	0	2
CHC VII, Ltd.	0	0	0	1
Coral Cay Water & Sewer Company	0	0	0	1
Crestridge Utilities, LLC	0	1	1	1
Grove Land Utilities, LLC	0	0	0	1
HC Waterworks, Inc.	0	0	0	2
Heather Hills Utilities, LLC	1	0	1	1
Hometown Canada Utility, Inc.	0	0	0	1
Joyland Water System	0	0	0	1
K W Resort Utilities Corp.	0	0	0	2
Lake Talquin Water Company, Inc.	0	0	0	1
Lakeside Waterworks. Inc.	0	0	0	1
Little Gasparilla Water Utility, Inc.	0	0	0	1
LP Waterworks, Inc.	0	0	0	6
Marion Utilities, Inc.	0	0	0	1
Ni Florida, LLC	0	0	0	1
Orange Land Utilities, LLC	0	0	0	1
Park Water Company	0	0	0	3
Peoples Water Service Company of Florida, Inc.	0	0	0	1
Pluris Wedgefield, LLC	0	1	1	1
Royal Utility Company	0	0	0	1
Southlake Utilities, Inc.	0	0	0	2
Southwest Ocala Utility, Inc.	0	0	0	1
Sunny Shores Utilities, LLC	0	0	0	1
Sunrise Water, LLC	0	0	0	1
The Woods Utility Company	0	0	0	1
Utilities, Inc. of Florida	0	1	1	12
TOTALS**	1	3	4	50

**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.