



FLORIDA  
PUBLIC  
SERVICE  
COMMISSION

# **CONSUMER ACTIVITY REPORT**

**June 2022**

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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

June 2022

<b>Complaints Received &amp; Entered into CATS</b>		<b>596</b>
Electric	50	
Gas	6	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	48	
<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>337</b>
Electric	326	
Gas	11	
Telecommunications	0	
Water/Wastewater	0	
<b>E-Transfers (E-mails sent to Utilities from the PSC Web site)</b>		<b>65</b>
Electric	63	
Gas	2	
Telecommunications	0	
Water/Wastewater	0	
<b>Cases Received / Closed Under 3 Day Rule</b>		<b>90</b>
Electric	90	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
<b>Consumer Contacts Received &amp; Entered into CATS.</b>		<b>1510</b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>2106</b>

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	385	917	1302
Mail	40	17	57
Internet	170	575	745
Fax	1	1	2
<b>Total</b>	<b>596</b>	<b>1510</b>	<b>2106</b>

## Cases by Industry

**June 2022**

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	50	8%	728	48%
Natural Gas	6	1%	20	1%
Telecommunications	0	0%	127	8%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	48	8%	75	5%
Non-certificated Company Cases logged**	0	0%	560	37%
Telephone Transfer-Connects (Calls Transferred to Utilities)	337	57%		
E-Transfers	65	11%		
Cases Received & Closed by 3 Day Rule	90	15%		
<b>Total</b>	<b>596</b>	<b>100%</b>	<b>1510</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

June 2022

County	Cases	County	Cases	County	Cases	County	Cases
N/A	20	Escambia	29	Lafayette	0	Pasco	10
Alachua	0	Flagler	10	Lake	14	Pinellas	27
Baker	0	Franklin	1	Lee	7	Polk	19
Bay	14	Gadsden	0	Leon	1	Putnam	1
Bradford	0	Gilchrist	0	Levy	0	Saint Johns	3
Brevard	34	Glades	0	Liberty	0	Saint Lucie	12
Broward	62	Gulf	1	Madison	0	Santa Rosa	11
Calhoun	0	Hamilton	0	Manatee	17	Sarasota	17
Charlotte	9	Hardee	0	Marion	4	Seminole	13
Citrus	1	Hendry	0	Martin	3	Sumter	0
Clay	0	Hernando	2	Monroe	0	Suwannee	1
Collier	14	Highlands	41	Nassau	4	Taylor	2
Columbia	0	Hillsborough	12	Okaloosa	9	Union	0
Dade	0	Holmes	0	Okeechobee	2	Volusia	25
DeSoto	3	Indian River	6	Orange	10	Wakulla	1
Dixie	0	Jackson	3	Osceola	1	Walton	0
Duval	0	Jefferson	2	Palm Beach	54	Washington	0

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 2022

Company Name	Service*	Billing*	Total	Y-T-D
TOTALS**	20	30	50	497
Florida Public Utilities Company	1	3	4	10
Tampa Electric Company	5	2	7	25
Duke Energy	13	14	27	155
Florida Power & Light Company	1	11	12	307

\*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 2022

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	1	1	9
Florida Division of Chesapeake Utilities Corporation	0	0	0	4
Florida Public Utilities Company	1	4	5	25
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Florida Public Utilities Company - Indiantown Division	0	0	0	2
Peoples Gas System	0	0	0	9
St. Joe Natural Gas Company, Inc.	0	0	0	1
<b>TOTALS**</b>	<b>1</b>	<b>5</b>	<b>6</b>	<b>51</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.

# Lifeline Complaints

## Complaint Activity - June 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 - June 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 - June 2022

<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 - June 2022

Company Name	Service*	Billing*	Total	Y-T-D
Sunshine Water Services	0	2	2	8
Neighborhood Utilities, Inc.	0	0	0	1
Water Management Services, Inc.	0	0	0	2
Gator Waterworks, Inc.	0	0	0	1
Heather Hills Utilities, LLC	0	0	0	1
Sunrise Water, LLC	0	1	1	1
CSWR-Florida Utility Operating Company, LLC	1	0	1	1
Seminole Waterworks, Inc.	1	0	1	1
<b>TOTALS**</b>	<b>44</b>	<b>4</b>	<b>48</b>	<b>121</b>
Alturas Water, LLC	6	0	6	6
Grenelefe Resort Utility, Inc.	0	0	0	1
HC Waterworks, Inc.	36	1	37	92
Holiday Gardens Utilities, LLC	0	0	0	1
Ocala Palms Utilities, LLC	0	0	0	2
Crestridge Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	0	0	1
OB Utility Systems, L.L.C.	0	0	0	1

\*\*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.