



FLORIDA
PUBLIC
SERVICE
COMMISSION

CONSUMER ACTIVITY REPORT

October 2020

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	11

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

October 2020

Complaints Received & Entered into CATS		600
Electric	38	
Gas	7	
LifeLine	0	
Relay	1	
Pay Telephone	0	
Water/Wastewater	8	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		351
Electric	346	
Gas	5	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		62
Electric	62	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		133
Electric	132	
Gas	1	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		2904
Total New Cases Received & Entered into CATS		3504

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	427	1417	1844
Mail	2	18	20
Internet	171	1469	1640
Fax	0	0	0
Total	600	2904	3504

Cases by Industry

October 2020

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	38	6%	1655	57%
Natural Gas	7	1%	31	1%
Telecommunications	1	0%	553	19%
Lifeline	0	0%		
Relay	1	0%		
Pay Telephone	0	0%		
Water & Wastewater	8	1%	86	3%
Non-certificated Company Cases logged**	0	0%	579	20%
Telephone Transfer-Connects (Calls Transferred to Utilities)	351	59%		
E-Transfers	62	10%		
Cases Received & Closed by 3 Day Rule	133	22%		
Total	600	100%	2904	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

October 2020

County	Cases	County	Cases	County	Cases
N/A	13	Escambia	8	Lafayette	0
Alachua	2	Flagler	9	Lake	4
Baker	1	Franklin	0	Lee	13
Bay	8	Gadsden	0	Leon	0
Bradford	0	Gilchrist	0	Levy	0
Brevard	27	Glades	0	Liberty	0
Broward	121	Gulf	0	Madison	0
Calhoun	0	Hamilton	0	Manatee	10
Charlotte	7	Hardee	0	Marion	2
Citrus	0	Hendry	0	Martin	4
Clay	0	Hernando	0	Monroe	1
Collier	10	Highlands	5	Nassau	3
Columbia	0	Hillsborough	10	Okaloosa	1
Dade	0	Holmes	1	Okeechobee	2
DeSoto	2	Indian River	8	Orange	8
Dixie	0	Jackson	0	Osceola	1
Duval	0	Jefferson	0	Palm Beach	67

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 - October 2020

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	8	13	21	291
Florida Power & Light Company	5	5	10	80
Florida Public Utilities Company	3	0	3	11
Gulf Power Company	1	0	1	23
Tampa Electric Company	3	0	3	65
TOTALS**	20	18	38	470

*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 - October 2020

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	0	0	10
Florida Division of Chesapeake Utilities Corporation	0	1	1	3
Florida Public Utilities Company	1	1	2	8
Peoples Gas System	1	3	4	32
St. Joe Natural Gas Company, Inc.	0	0	0	1
TOTALS**	2	5	7	54

*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 - October 2020

Company Name	Month	Y-T-D
CenturyLink	0	4
Frontier Florida LLC	0	1
TOTALS**	0	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 - October 2020

Company Name	Month	Y-T-D
Sprint Communications Company Limited Partnership	1	1
TOTALS**	1	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.

Pay Telephone Complaints
Complaint Activity - October 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 - October 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	0	0	1
Crooked Lake Park Sewerage Company	0	0	0	1
Fairmount Utilities, the 2nd, Inc.	0	0	0	1
Gator Waterworks, Inc.	0	0	0	3
Grove Land Utilities, LLC	0	0	0	1
Hash Utilities, LLC	0	0	0	1
HC Waterworks, Inc.	0	0	0	4
Heather Hills Utilities, LLC	0	0	0	2
Holiday Gardens Utilities, LLC	0	0	0	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
Lighthouse Utilities Company, Inc.	0	0	0	4
Little Gasparilla Water Utility, Inc.	0	0	0	1
LP Waterworks, Inc.	1	0	1	7
Marion Utilities, Inc.	0	0	0	1
Ni Florida, LLC	0	1	1	2
Orange Land Utilities, LLC	0	0	0	1
Park Water Company	2	0	2	6
Peoples Water Service Company of Florida, Inc.	0	1	1	3
Pluris Wedgefield, LLC	0	1	1	3
Royal Utility Company	0	0	0	2
Seminole Waterworks, Inc.	0	0	0	1
Southlake Utilities, Inc.	0	0	0	2

**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 - Continued

Complaint Activity - October 2020

Company Name	Service*	Billing*	Total	Y-T-D
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	2
Utilities, Inc. of Florida	0	2	2	24
TOTALS**	3	5	8	88

**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.

