



FLORIDA
PUBLIC
SERVICE
COMMISSION

CONSUMER ACTIVITY REPORT

September 2021

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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

September 2021

| | | |
|--|-----|-------------|
| Complaints Received & Entered into CATS | | 578 |
| Electric | | 41 |
| Gas | | 1 |
| LifeLine | | 0 |
| Relay | | 0 |
| Pay Telephone | | 0 |
| Water/Wastewater | | 28 |
| Non-certificated Company Complaints Logged | | 0 |
| Electric | 0 | |
| Gas | 0 | |
| Telecommunications | 0 | |
| Water/Wastewater | 0 | |
| Telephone Transfer-Connects (Calls Transferred to Utilities) | | 379 |
| Electric | 367 | |
| Gas | 12 | |
| Telecommunications | 0 | |
| Water/Wastewater | 0 | |
| E-Transfers (E-mails sent to Utilities from the PSC Web site) | | 44 |
| Electric | 43 | |
| Gas | 1 | |
| Telecommunications | 0 | |
| Water/Wastewater | 0 | |
| Cases Received / Closed Under 3 Day Rule | | 85 |
| Electric | 84 | |
| Gas | 1 | |
| Telecommunications | 0 | |
| Water/Wastewater | 0 | |
| Consumer Contacts Received & Entered into CATS. | | 2744 |
| Total New Cases Received & Entered into CATS | | 3322 |

| Cases Were Received | Complaints | Consumer Contact | Total Cases |
|---------------------|------------|------------------|-------------|
| Phone | 426 | 1149 | 1575 |
| Mail | 0 | 20 | 20 |
| Internet | 152 | 1575 | 1727 |
| Fax | 0 | 0 | 0 |
| Total | 578 | 2744 | 3322 |

Cases by Industry

September 2021

| | Complaints Logged | Percentage of Total Complaints* | Consumer Contact Logged | Percentage of Total Consumer Contact* |
|--|-------------------|---------------------------------|-------------------------|---------------------------------------|
| Electric | 41 | 7% | 1788 | 65% |
| Natural Gas | 1 | 0% | 19 | 1% |
| Telecommunications | 0 | 0% | 297 | 11% |
| Lifeline | 0 | 0% | | |
| Relay | 0 | 0% | | |
| Pay Telephone | 0 | 0% | | |
| Water & Wastewater | 28 | 5% | 59 | 2% |
| Non-certificated Company Cases logged** | 0 | 0% | 581 | 21% |
| Telephone Transfer-Connects (Calls Transferred to Utilities) | 379 | 66% | | |
| E-Transfers | 44 | 8% | | |
| Cases Received & Closed by 3 Day Rule | 85 | 15% | | |
| Total | 578 | 100% | 2744 | 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

September 2021

| County | Cases | County | Cases | County | Cases |
|---------------|--------------|---------------|--------------|---------------|--------------|
| N/A | 13 | Escambia | 22 | Lafayette | 0 |
| Alachua | 0 | Flagler | 6 | Lake | 4 |
| Baker | 0 | Franklin | 0 | Lee | 10 |
| Bay | 18 | Gadsden | 0 | Leon | 0 |
| Bradford | 0 | Gilchrist | 0 | Levy | 0 |
| Brevard | 34 | Glades | 0 | Liberty | 0 |
| Broward | 86 | Gulf | 0 | Madison | 0 |
| Calhoun | 0 | Hamilton | 0 | Manatee | 3 |
| Charlotte | 10 | Hardee | 0 | Marion | 3 |
| Citrus | 2 | Hendry | 3 | Martin | 10 |
| Clay | 1 | Hernando | 0 | Monroe | 0 |
| Collier | 10 | Highlands | 2 | Nassau | 0 |
| Columbia | 1 | Hillsborough | 13 | Okaloosa | 4 |
| Dade | 0 | Holmes | 0 | Okeechobee | 2 |
| DeSoto | 3 | Indian River | 6 | Orange | 27 |
| Dixie | 0 | Jackson | 3 | Osceola | 0 |
| Duval | 0 | Jefferson | 0 | Palm Beach | 68 |

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 - September 2021

| Company Name | Service* | Billing* | Total | Y-T-D |
|----------------------------------|-----------------|-----------------|--------------|--------------|
| Duke Energy | 20 | 8 | 28 | 183 |
| Florida Power & Light Company | 4 | 2 | 6 | 80 |
| Florida Public Utilities Company | 1 | 2 | 3 | 25 |
| Gulf Power Company | 0 | 1 | 1 | 104 |
| Tampa Electric Company | 2 | 1 | 3 | 46 |
| TOTALS** | 27 | 14 | 41 | 438 |

*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 - September 2021

| Company Name | Service* | Billing* | Total | Y-T-D |
|--|-----------------|-----------------|--------------|--------------|
| Florida City Gas | 0 | 0 | 0 | 9 |
| Florida Division of Chesapeake Utilities Corporation | 0 | 0 | 0 | 2 |
| Florida Public Utilities Company | 0 | 1 | 1 | 4 |
| Peoples Gas System | 0 | 0 | 0 | 18 |
| TOTALS** | 0 | 1 | 1 | 33 |

*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 - September 2021

| Company Name | Month | Y-T-D |
|------------------------|--------------|--------------|
| CenturyLink | 0 | 1 |
| Phone Club Corporation | 0 | 1 |
| TOTALS** | 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.

Relay Service Complaints

Complaint Activity - September 2021

| 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 - September 2021

| 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 - September 2021

| Company Name | Service* | Billing* | Total | Y-T-D |
|--|-----------|----------|-----------|-----------|
| Aquarina Utilities, Inc. | 0 | 0 | 0 | 2 |
| Beaches Sewer System | 0 | 0 | 0 | 1 |
| Citra Highlands Water System LLC | 0 | 0 | 0 | 1 |
| Coral Cay Water & Sewer Company | 0 | 0 | 0 | 1 |
| Crestridge Utilities, LLC | 0 | 1 | 1 | 1 |
| Crooked Lake Park Sewerage Company | 0 | 0 | 0 | 1 |
| East Marion Utilities, LLC | 0 | 0 | 0 | 1 |
| FIMC Hideaway, Inc. | 0 | 0 | 0 | 1 |
| Gator Waterworks, Inc. | 0 | 0 | 0 | 2 |
| HC Waterworks, Inc. | 0 | 0 | 0 | 1 |
| Heather Hills Utilities, LLC | 0 | 0 | 0 | 1 |
| Holiday Gardens Utilities, LLC | 0 | 0 | 0 | 1 |
| K W Resort Utilities Corp. | 0 | 0 | 0 | 2 |
| Little Gasparilla Water Utility, Inc. | 0 | 0 | 0 | 1 |
| McLeod Gardens Utilities, LLC | 0 | 0 | 0 | 5 |
| Ni Florida, LLC | 0 | 0 | 0 | 2 |
| Okaloosa Waterworks, Inc. | 0 | 0 | 0 | 1 |
| Orchid Springs Development Corporation | 0 | 0 | 0 | 1 |
| Palm Valley Utilities | 0 | 0 | 0 | 1 |
| Parkland Utilities, Inc. | 0 | 0 | 0 | 1 |
| Peoples Water Service Company of Florida, Inc. | 2 | 0 | 2 | 6 |
| Placid Lakes Utilities, Inc. | 0 | 2 | 2 | 2 |
| Pluris Wedgefield, LLC | 19 | 1 | 20 | 20 |
| Southwest Ocala Utility, Inc. | 1 | 0 | 1 | 1 |
| Sunny Shores Utilities, LLC | 0 | 0 | 0 | 3 |
| Sunrise Water, LLC | 0 | 0 | 0 | 2 |
| Sunshine Utilities of Central Florida, Inc. | 0 | 0 | 0 | 2 |
| Utilities, Inc. of Florida | 0 | 2 | 2 | 23 |
| TOTALS** | 22 | 6 | 28 | 87 |

**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.