



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT January 2013

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 January 2013

Complaints Received & Entered into CATS		711
Electric	30	
Gas	3	
LifeLine	69	
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)		502
Electric	489	
Gas	13	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		26
Electric	26	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		61
Electric	61	
Gas	0	
Telecommunications	0	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		3,812
Total New Cases Received & Entered into CATS		4,523

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	629	2,914	3,543
Mail	5	27	32
Internet	75	864	939
Fax	2	7	9
Totals	711	3,812	4,523

Cases by Industry

January 2013

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	30	4 %	975	26 %
Natural Gas	3	0 %	21	1 %
Telecommunications	69	9 %	1915	50 %
Lifeline	69	10 %		
Relay	0	0 %		
Pay Telephone	0	0 %		
Water & Wastewater	20	3 %	102	3 %
Non-certificated Company Cases logged**	0	0 %	799	21 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	502	71 %		
E-Transfers	26	4 %		
Cases Received & Closed by 3 Day Rule	61	9 %		
Total	711	100 %	3,812	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, but the complaint issue may be jurisdictional.

Complaints Received by County

January 2013



Note: County name not available for 14 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - January 2013

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	4	6	10	10
GULF POWER COMPANY	0	1	1	1
PROGRESS ENERGY FLORIDA, INC.	5	7	12	12
TAMPA ELECTRIC COMPANY	1	6	7	7
TOTALS**	10	20	30	30

**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 - January 2013

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	1
PEOPLES GAS SYSTEM	0	2	2	2
TOTALS**	1	2	3	3

**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 - January 2013

	Month	Year-To-Date
AT&T FLORIDA	45	45
CENTURYLINK	12	12
VERIZON FLORIDA LLC	12	12
TOTALS*	69	69

**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 - January 2013

	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 - January 2013

	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 - January 2013

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	1	1	2	2
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
FOUR POINTS UTILITY CORPORATION	0	1	1	1
LABRADOR UTILITIES, INC.	7	0	7	7
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	2	1	3	3
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	1	1	2	2
UTILITIES, INC. OF FLORIDA	1	0	1	1
WATER MANAGEMENT SERVICES, INC.	0	1	1	1
TOTALS**	12	8	20	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.*

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.