



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT January 2014

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 2014

Complaints Received & Entered into CATS		688
Electric	39	
Gas	3	
LifeLine	6	
Relay	0	
Pay Telephone	1	
Water & Wastewater	24	
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)		518
Electric	502	
Gas	16	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		23
Electric	21	
Gas	2	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		74
Electric	72	
Gas	2	
Telecommunications	0	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		2,357
Total New Cases Received & Entered into CATS		3,045

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	589	2,075	2,664
Mail	5	32	37
Internet	93	244	337
Fax	1	6	7
Totals	688	2,357	3,045

Cases by Industry

January 2014

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	39	6 %	370	16 %
Natural Gas	3	0 %	24	1 %
Telecommunications	7	1 %	1172	50 %
Lifeline	6	1 %		
Relay	0	0 %		
Pay Telephone	1	0 %		
Water & Wastewater	24	3 %	75	3 %
Non-certificated Company Cases logged**	0	0 %	716	30 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	518	75 %		
E-Transfers	23	3 %		
Cases Received & Closed by 3 Day Rule	74	11 %		
Total	688	100 %	2,357	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 2014



Note: County name not available for 31 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - January 2014

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
DUKE ENERGY, INC.	8	16	24	24
FLORIDA POWER & LIGHT COMPANY	1	6	7	7
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	1
TAMPA ELECTRIC COMPANY	5	2	7	7
TOTALS**	14	25	39	39

**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 2014

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	0	1	1	1
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	1	0	1	1
PEOPLES GAS SYSTEM	0	1	1	1
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 2014

	Month	Year-To-Date
AT&T FLORIDA	5	5
VERIZON FLORIDA LLC	1	1
TOTALS*	6	6

**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 2014

	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 2014

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC.	1	0	1	1
TOTALS**	1	0	1	1

**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 2014

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
EAST MARION SANITARY SYSTEMS, INC.	21	0	21	21
FOUR POINTS UTILITY CORPORATION	1	0	1	1
GRENELEFE RESORT UTILITY, INC.	0	1	1	1
PARK WATER COMPANY	0	1	1	1
TOTALS**	22	2	24	24

**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.