



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT APRIL 2003

Data Compiled on 5/20/2003

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Consumer Access to the FLORIDA PUBLIC SERVICE COMMISSION

If you have questions about regulated utility services, you may:

- **CALL** the Division of Consumer Affairs at 1-800-342-3552
- **FAX** your questions to 1-800-511-0809
- **E-MAIL** the FPSC from our Website at <http://www.floridapsc.com>, or direct to the following address: contact@psc.state.fl.us.
- Or **WRITE** to:
Florida Public Service Commission
Division of Consumer Affairs
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Preface

The PSC tracks consumer cases using a tracking tool known as the Consumer Activity Tracking System (CATS). There are two categories of consumer cases: Complaints and Information Requests. A Complaint is 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. An Information Request is 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.

It is the Commission's intent that disputes between regulated companies and their customers are resolved as quickly, effectively, and inexpensively as possible. To accomplish this, the Commission adopted amendments to Rule 25-22.032, in an effort to expedite the processing of customer complaints. The Rule includes the expedited telephone transfer-connect and three day resolution processes for complaints that can be resolved quickly by the customer and the company without extensive Commission participation.

Also, the PSC has initiated an E-transfer Pilot Program. The pilot program is similar to the telephone transfer connect program. However, the pilot program deals strictly with cases received via the PSC's website. While on the website, consumers are given the option to E-mail a complaint to the PSC or directly to a participating company via the Internet. The Division of Consumer Affairs receives a copy of each E-mail received by the companies participating in this pilot. Upon receipt of the consumer's concerns, the company is required to contact the consumer within 24 hours. The participating companies are also required to send monthly reports to the PSC, listing the number of cases received and a brief summary of the issues. The pilot program was initiated on May 15, 2001. There are 15 participants in the e-transfer pilot program. The Division of Consumer Affairs is still in the process of gathering information and monitoring the program; however, initial figures continue to prove the program to be quite promising.

Summary

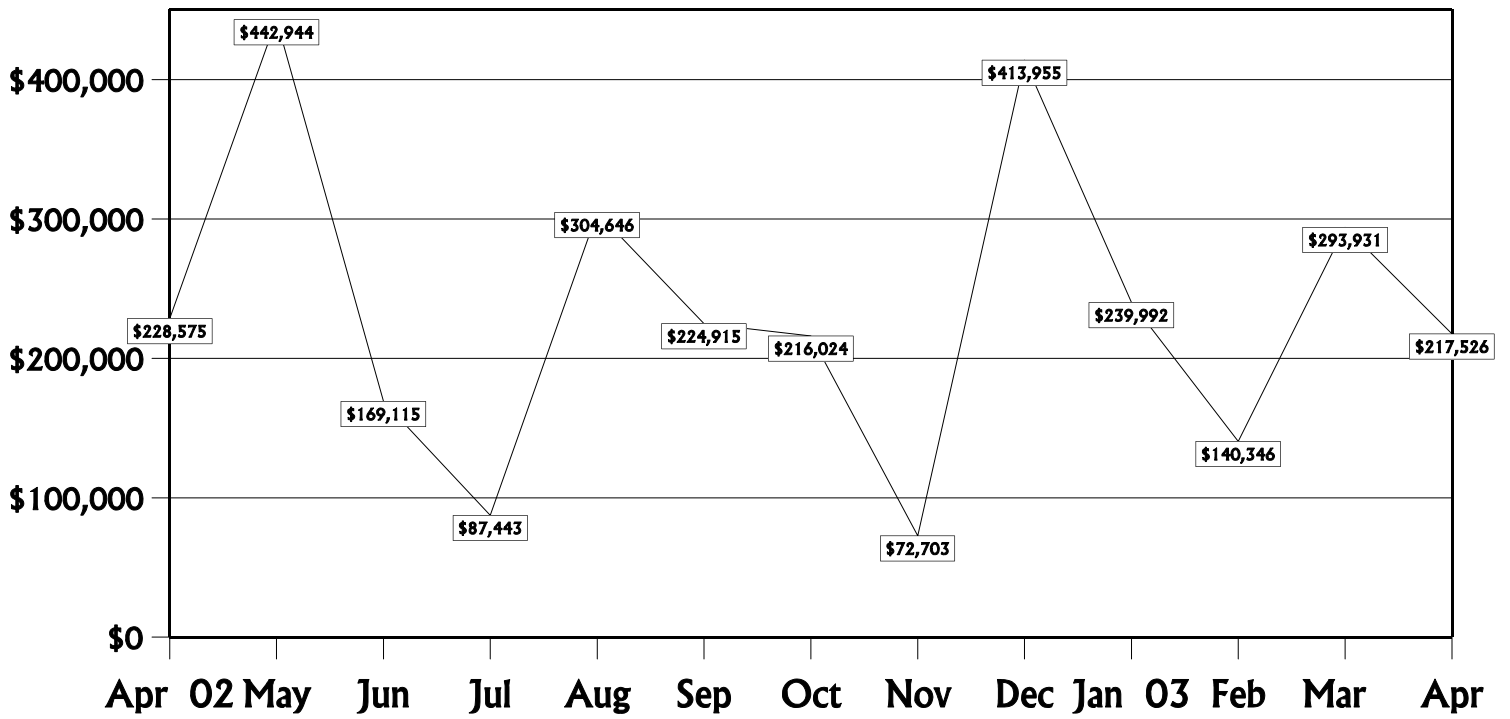
There were **2,452** complaints logged against the utility companies for the month of April 2003. Complaints to the PSC are resolved after review with either a classification of “apparent non-infraction” or “apparent rule infraction.” If the PSC staff believes that a violation of the Florida Administrative Code, company tariffs or policies occurred, the complaint is resolved as an apparent rule infraction. There were also **2,121** information requests logged by the PSC.

A total of twenty utility companies are participating in the Telephone Transfer-Connect option, as of April 30, 2003. Under this option, and with the caller’s approval, a call to the PSC is directly transferred to the caller’s utility. There were **940** calls transferred during April 2003.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled **\$217,526** for the month.

Consumer Refunds

April 2002 - April 2003



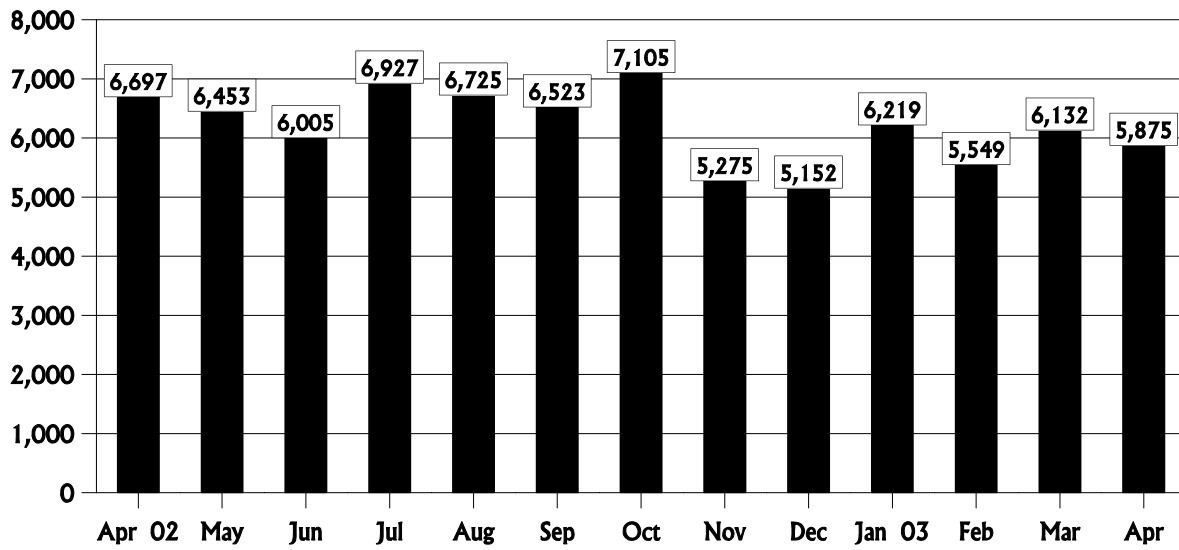
Consumer Activity Overview - April 2003

Complaints Received	2,452
Electric	77
Gas	35
Alternative Local Exchange Telephone	196
Local Exchange Telephone	207
Long Distance Telephone	603
Pay Telephone	7
Water & Wastewater	48
Non-regulated or Noncertificated Company Complaints Received	119
Telephone Transfer-Connects (Calls Transferred to Utilities)	940
E-Transfers (E-mails sent to Utilities from the PSC Website)	80
Cases Received / Closed Under 3 Day Rule	140
Electric	47
Gas	0
Telecommunications	93
Water / Wastewater	0
Information Requests Received	<u>2,121</u>
Total Cases Received	4,573
Telephone Calls Not Filed As Cases	<u>1,302</u>
Total Consumer Contacts Handled	5,875

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,591	2,005	3,596
Mail	313	35	348
Internet	374	73	447
Fax	174	8	182
Totals	2,452	2,121	4,573

Consumer Savings	
Electric	\$ 17,567.09
Gas	518.09
Alternative Local Exchange Telephone	14,981.39
Local Exchange Telephone	96,111.99
Long Distance Telephone	88,339.98
Pay Telephone	7.75
Water & Wastewater	0.00
Non-regulated/Other Consumer Assistance	0.00
Total	\$217,526.29

Public Service Commission Total Consumer Contacts April 2002 - April 2003



Complaints by Industry April 2003

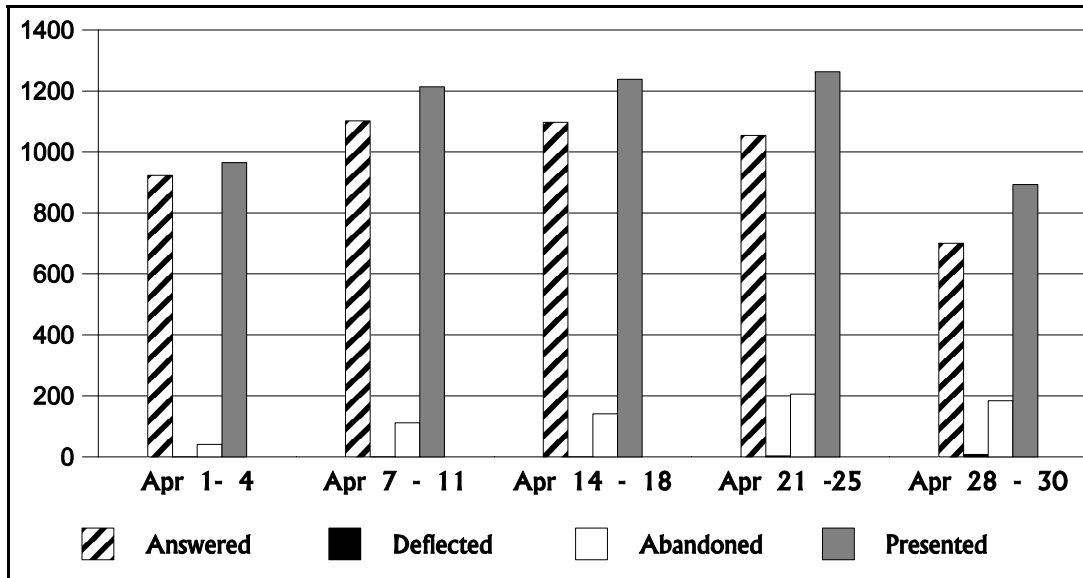
	Complaints Received	% of Total Complaints*
Electric	77	3%
Natural Gas	35	1%
Alternative Local Exchange Telephone	196	8%
Local Exchange Telephone	207	8%
Long Distance Telephone	603	25%
Pay Telephone	7	< 1%
Water & Wastewater	48	1%
Non-regulated or Non-certificated Company Complaints Received**	119	5%
Telephone Transfer-Connects	940	38%
E-Transfers	80	3%
Cases Received & Closed by 72 Hr Rule	140	6%
Total	2,452	100%

Information provided by Automatic Call Distribution System - Management Information System (ACD-MIS) and Consumer Activity Tracking System (CATS). Includes contacts from phone calls, letters, faxes and the Internet.

* Figures have been rounded.

** Non-regulated relates to issues raised in written correspondence, such as cellular telephones, certain non-jurisdictional city and county utilities, cable television and satellite companies, etc. These written filings are logged as complaints and responded to by Commission staff. Non-certificated relates to complaints filed against companies that are not certificated by the PSC, but the complaint issue may be jurisdictional.

Total Calls Received - Call Center Statistics April 2003



- Answered:** Number of calls answered by Consumer Affairs' Regulatory Specialists.
- Deflected:** Number of calls originally destined for the PSC's Automated Call Distribution (ACD) Group which could not get through: (a) due to a full queue or (b) wait time in queue was exceeded.
- Abandoned:** Number of calls offered to the ACD Group but abandoned the queue waiting status prior to call being answered.
- Presented:** Total number of calls answered by Consumer Affairs' Regulatory Specialists, plus the number of calls abandoned and deflected from the ACD Group.

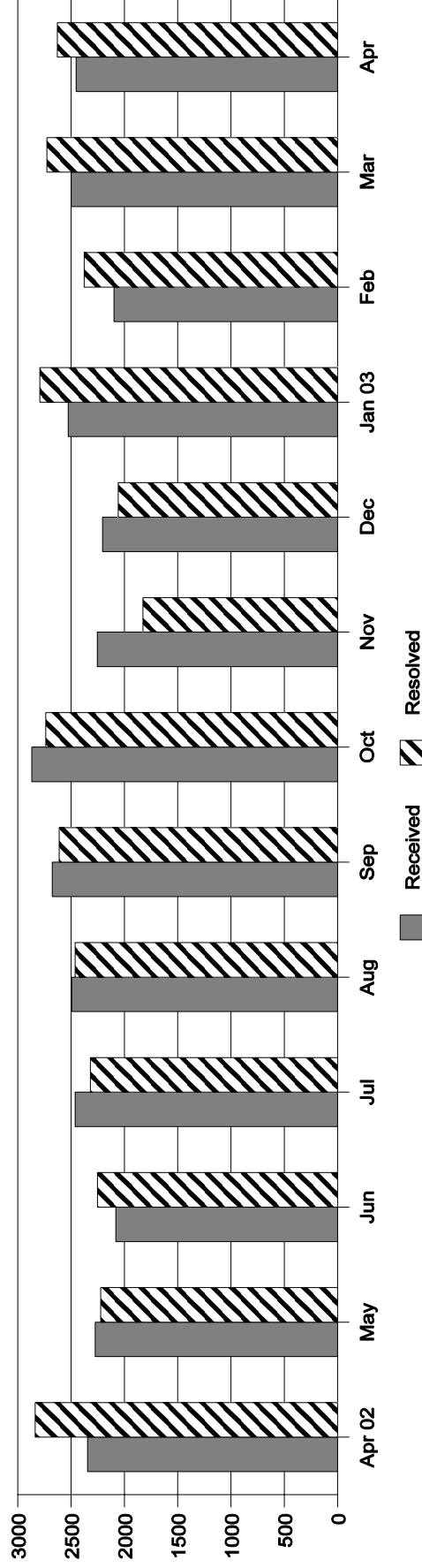
Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
April 1 - 4	924	96%	0	0%	41	4%	965
April 7 - 11	1,102	91%	0	0%	112	9%	1,214
April 14 - 18	1,097	89%	0	0%	141	11%	1,238
April 21 - 25	1,054	83%	3	0%	206	16%	1,263
April 28 - 30	701	78%	8	1%	184	21%	893
Totals	4,878	88%	11	0%	684	12%	5,573

Note: % Totals have been rounded.

Calls Answered During the Month (CAF)	4,878
Minus Calls Resulting in Cases (CAF)	(3,576)
Total Calls Not Filed As Cases (CAF)	1,302

Total Complaints Received / Resolved by Month*

April 2002 - April 2003



	Apr 02	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 03	Feb	Mar	Apr
Received	2,346	2,274	2,081	2,461	2,493	2,677	2,868	2,253	2,205	2,526	2,098	2,499	2,452
Resolved	2,837	2,221	2,252	2,318	2,462	2,612	2,737	1,825	2,058	2,793	2,377	2,727	2,629

*Cases resolved consists of cases closed from the present and previous months. Some cases resolved were received in a prior period, and some cases received will not be resolved until a future period.

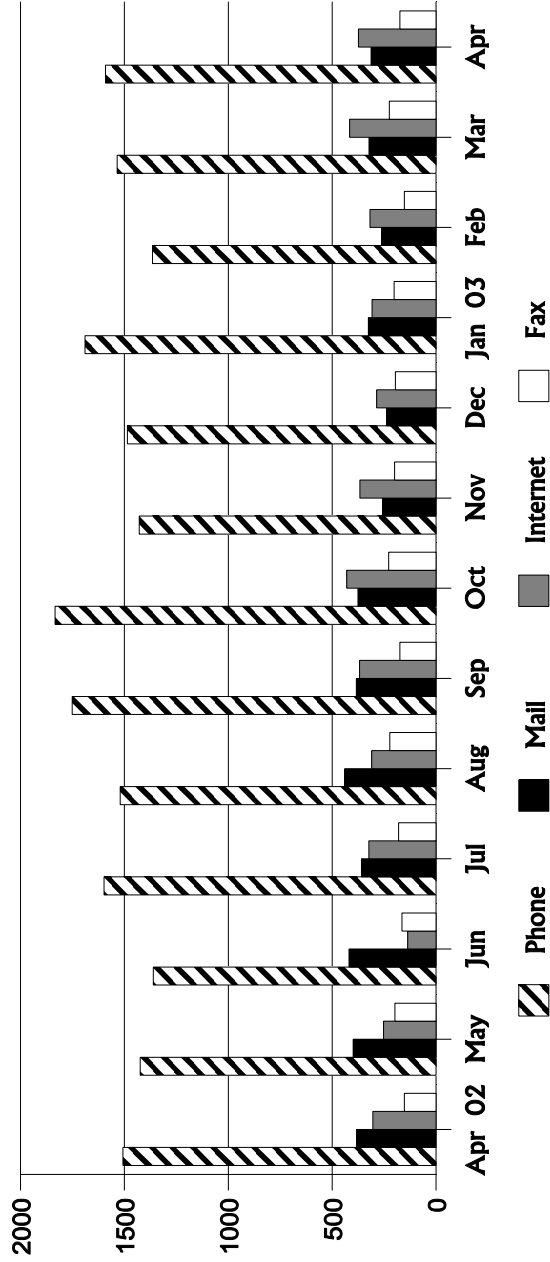
Complaints Received by County

April 2003



Note: County name not available for 304 cases.
 e.g., complaints received by e-mail, telephone
 transfer-connects, non-Florida addresses, etc.

How Complaints Were Received Phone, Mail, Internet and Fax April 2002 - April 2003

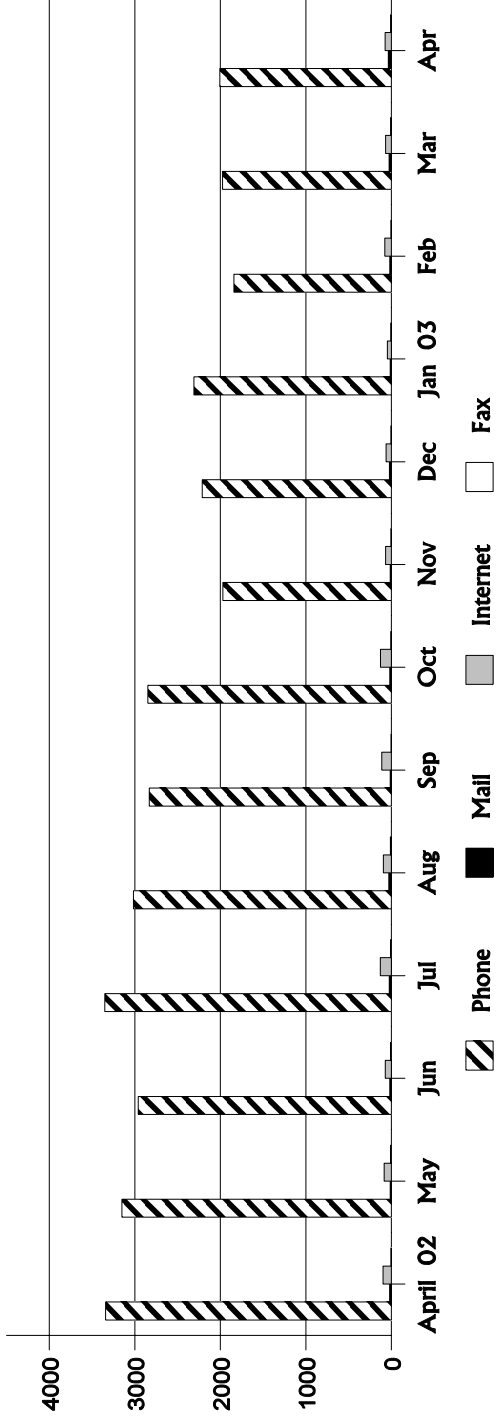


	Apr 02	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 03	Feb	Mar	Apr
Phone	1,507	1,424	1,361	1,598	1,520	1,751	1,834	1,429	1,486	1,690	1,365	1,535	1,591
Mail	382	399	419	359	440	384	376	257	237	326	262	323	313
Internet	304	253	137	324	310	368	430	367	286	308	318	416	374
Fax	153	198	164	180	223	174	228	200	196	202	153	225	174
Total	2,317	2,346	2,274	2,081	2,461	2,493	2,868	2,253	2,205	2,205	2,098	2,499	2,452

How Information Requests Were Received

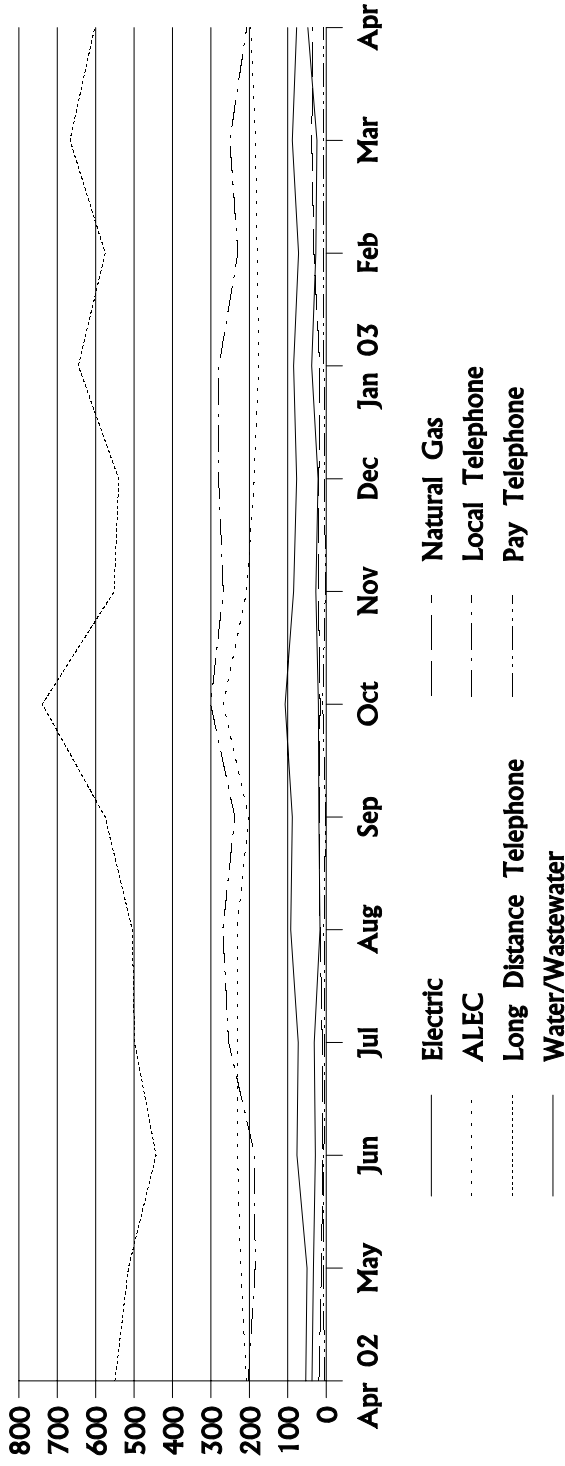
Phone, Mail, Internet and Fax

April 2002 - April 2003



	Apr 02	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 03	Feb	Mar	Apr
Phone	3,341	3,150	2,961	3,352	3,016	2,831	2,847	1,971	2,212	2,309	1,842	1,974	2,005
Mail	20	13	18	24	30	14	19	14	23	13	19	26	35
Internet	97	84	71	130	93	112	128	68	62	47	76	67	73
Fax	3	9	10	10	11	2	6	4	3	6	3	8	8
Total	3,461	3,256	3,060	3,516	3,150	2,959	3,000	2,057	2,300	2,375	1,940	2,075	2,121

Complaints Received by Industry April 2002 - April 2003



Industry	Apr 02	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 03	Feb	Mar	Apr
Electric	53	50	76	73	92	88	107	85	77	85	72	88	77
Natural Gas	19	13	9	11	16	18	16	20	19	17	32	38	35
ALEC	208	223	231	232	232	202	268	207	188	176	180	184	196
Local Telephone	203	185	186	254	269	238	301	268	280	279	230	251	207
Long Dist. Phone	550	515	443	499	505	576	739	552	540	645	575	667	603
Payphone	5	4	8	6	4	6	2	3	4	6	7	7	7
Water/Wastewater	33	37	33	28	31	16	19	27	21	38	27	24	48
Totals*	1,073	1,027	986	1,103	1,149	1,144	1,452	1,162	1,129	1,246	1,123	1,259	1,173

* Does not include non-regulated or non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor cases received and closed under the three-day rule.

Electric Companies Complaint Activity - April 2003

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-infractions*	Apparent Infractions*	Total	Y-T-D
PROGRESS ENERGY FLORIDA, INC.	14	14	28	86	28	0	28	103
FLORIDA POWER & LIGHT COMPANY	11	24	35	158	42	0	42	184
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	4	0	0	0	4
GULF POWER COMPANY	0	0	0	4	1	0	1	5
TAMPA ELECTRIC COMPANY	6	8	14	64	16	0	16	68
TOTAL**	31	46	77	316	87	0	87	364

**Please see Definitions.*

***Does not include non-regulated or non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.*

Electric Companies Number of Customers / Apparent Infraction Indices

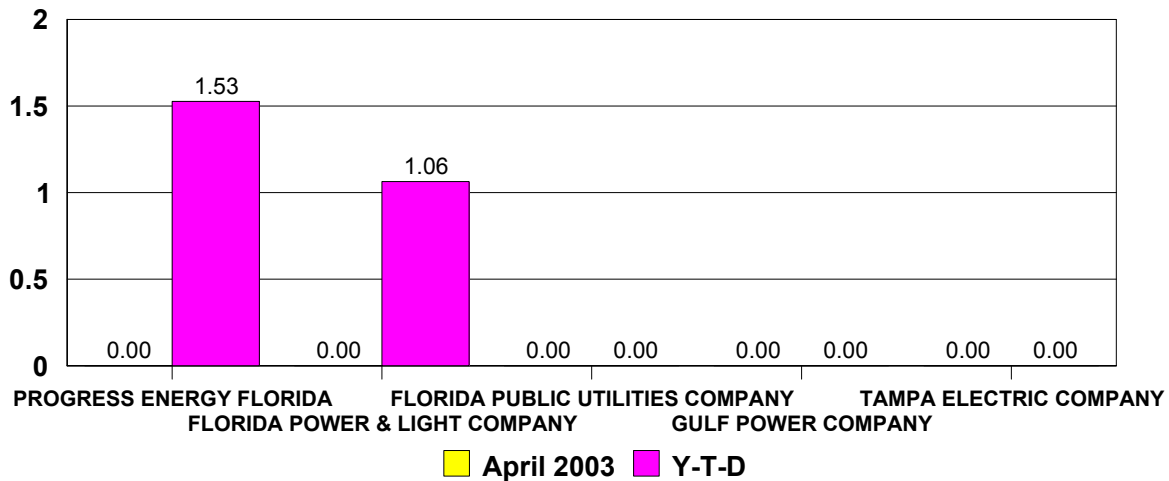
Utility Name	Total Customer Base **	Apparent	Apparent Infractions	Y-T-D	April 2003
		Infractions Y-T-D	Per 1,000 Customers***	Apparent Infractions Index*	Apparent Infractions Index*
PROGRESS ENERGY FLORIDA, INC.	1,383,648	1	0.0007	1.53	0.00
FLORIDA POWER & LIGHT COMPANY	3,969,611	2	0.0005	1.06	0.00
FLORIDA PUBLIC UTILITIES COMPANY	25,992	0	0.0000	0.00	0.00
GULF POWER COMPANY	376,520	0	0.0000	0.00	0.00
TAMPA ELECTRIC COMPANY	583,951	0	0.0000	0.00	0.00
TOTAL	6,339,722	3	0.0005		

*Please see Definitions.

**Source - Information supplied by the companies as of December 31, 2001.

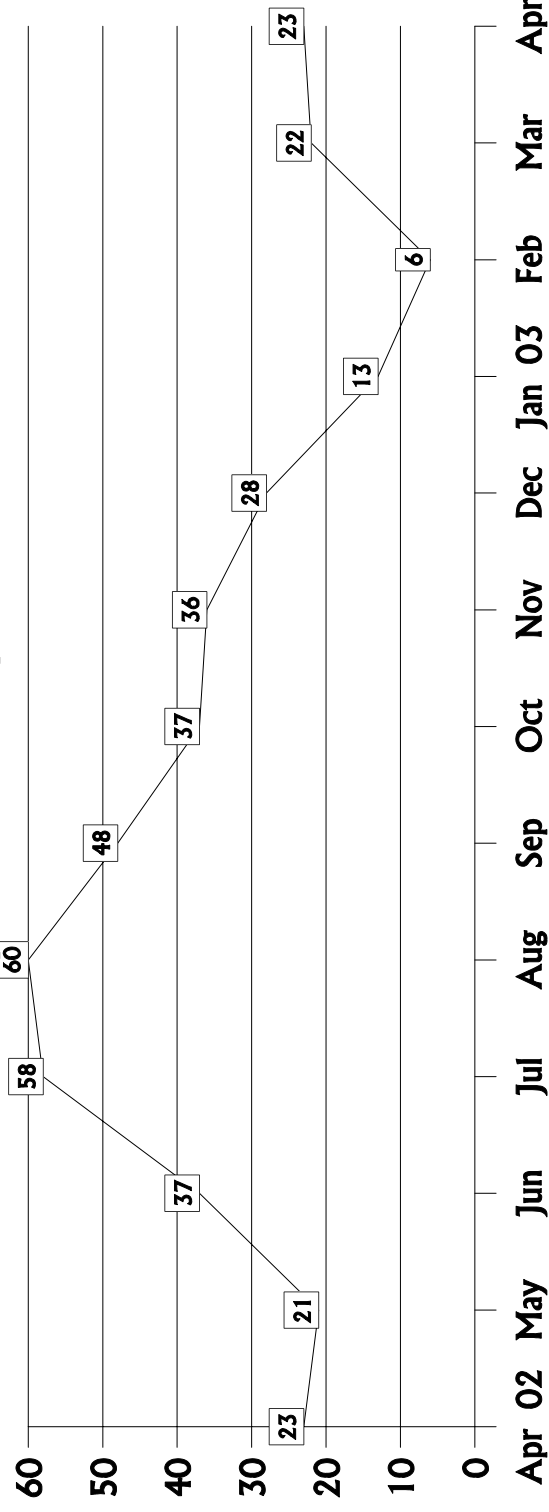
*** Note - Infractions per 1,000 customers is defined as follows: Each company total is based on the company's total apparent infractions divided by its customer base. The Industry total is based on total year-to-date apparent infractions for the Industry divided by the total Industry customer base.

Electric Utilities Number of Customers / Apparent Infraction Indices April 2003



Electric Outage Related Complaints Filed

April 2002 - April 2003



Natural Gas Companies Complaint Activity April 2003

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-Infractions*	Apparent Infractions*	Total	Y-T-D
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	0	1	1	3	1	0	1	6
CITY GAS COMPANY OF FLORIDA	1	14	15	58	18	1	19	52
FLORIDA PUBLIC UTILITIES COMPANY	1	1	2	15	2	1	3	17
INDIANTOWN	0	0	0	0	0	0	0	0
ST. JOE NATURAL GAS COMPANY	0	0	0	0	0	0	0	0
SEBRING	0	0	0	0	0	0	0	0
SOUTH FLORIDA NATURAL GAS	0	0	0	0	0	0	0	0
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	5	12	17	46	7	1	8	37
TOTAL**	7	28	35	122	28	3	31	112

*Please see Definitions.

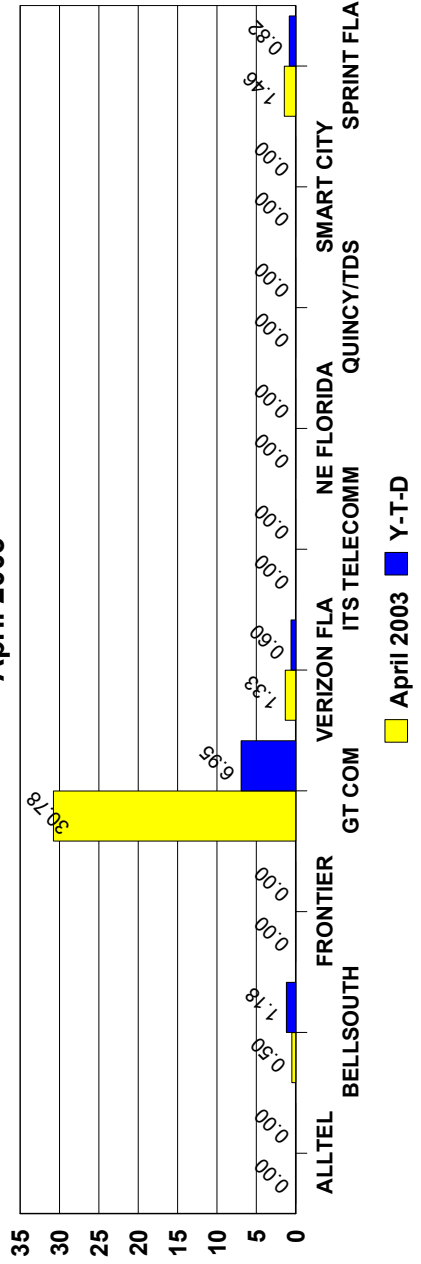
**Does not include non-regulated or non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.

Local Telephone Companies Number of Access lines / Apparent Infraction Indices

Utility Name	Number of Access lines**	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Access lines***	Y-T-D Index*	April 2003 Apparent Infractions Index*
ALLTEL	94,736	0	0.0000	0.00	0.00
BELLSOUTH	6,451,600	21	0.0033	1.18	0.50
FRONTIER	4,706	0	0.0000	0.00	0.00
GT COM (Floral, Gulf & St. Joseph)	52,348	1	0.0191	6.95	30.78
VERIZON FLORIDA, INC.	2,416,247	4	0.0017	0.60	1.33
ITS TELECOMMUNICATIONS SYSTEMS	3,891	0	0.0000	0.00	0.00
NE FLORIDA	10,500	0	0.0000	0.00	0.00
QUINCY/TDS	14,212	0	0.0000	0.00	0.00
SMART CITY TELECOM (Formerly Vista United)	16,917	0	0.0000	0.00	0.00
SPRINT-FLORIDA	2,212,554	5	0.0023	0.82	1.46
TOTAL	11,277,711	31	0.0027		

* Please see Definitions.
 **Source - PSC Comparative Rate Statistics Report for the Year 2002.
 ***Note - Apparent Infractions per 1,000 access lines is defined as follows: Each company total is based on the company's total apparent infractions divided by its total number of access lines. The Industry total is based on total year-to-date apparent infractions for the industry divided by the total number of access lines for the industry.

Local Telephone Companies Apparent Infraction Indices April 2003



Alternative Local Telephone Companies Complaint Activity - April 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
AA TELE-COM	1	0	1	1	0	1
ACCESS INTEGRATED NETWORKS, INC.	1	0	1	0	1	1
ACTEL WIRELESS, INC.	1	0	1	1	0	1
ADELPHIA BUSINESS SOLUTIONS INVESTMENT, LLC	0	1	1	0	0	0
ADELPHIA BUSINESS SOLUTIONS OF FLORIDA, INC.	1	1	2	0	0	0
ALLEGIANCE TELECOM OF FLORIDA, INC.	0	2	2	5	2	7
ANEW BROADBAND, INC.	0	5	5	0	1	1
ATLANTIC.NET BROADBAND, INC.	0	1	1	0	0	0
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC D/B/A AT&T	0	0	0	1	0	1
BAR-LYN ENTERPRISES INC D/B/A SWIFTPHONE	0	0	0	0	1	1
CAMPUS COMMUNICATIONS GROUP, INC.	1	0	1	1	0	1
CARILINK INTERNATIONAL, INC.	1	0	1	1	0	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	5	0	5	5	1	6
CHOCTAW COMMUNICATIONS, INC.	1	0	1	0	0	0
CITYWIDE-TEL	1	0	1	0	0	0
COMCAST DIGITAL PHONE	8	5	13	16	11	27
DPI-TELECONNECT, L.L.C.	2	0	2	2	0	2
DSL	2	1	3	1	0	1
EASY TELEPHONE SERVICES COMPANY	1	0	1	0	0	0
EPICUS, INC.	4	0	4	5	0	5
ERNEST COMMUNICATIONS, INC.	0	0	0	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	7	0	7	1	4	5
FLORIDA COMM SOUTH	0	1	1	1	0	1
FLORIDA DIGITAL NETWORK, INC.	7	1	8	8	1	9
FLORIDA PHONE SERVICE, INC.	1	0	1	0	0	0
FLORIDA TELEPHONE SERVICES, LLC	8	1	9	7	0	7
FRONTIER COMMUNICATIONS OF AMERICA, INC.	1	0	1	0	0	0
GEORGIA TELEPHONE SERVICES, INC.	0	0	0	1	0	1
GLOBAL CROSSING LOCAL SERVICES, INC.	1	0	1	0	0	0
GRAPEVINE	1	0	1	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions	Total
IDS TELCOM LLC	3	5	8	6	0	6
IDT AMERICA, CORP. D/B/A IDT	0	0	0	1	0	1
INSTATONE	1	1	2	5	0	5
INTERMEDIA COMMUNICATIONS, INC.	0	0	0	1	0	1
ISN COMMUNICATIONS	1	0	1	1	1	2
KMC TELECOM III LLC	0	1	1	0	0	0
KMC TELECOM V, INC.	0	1	1	0	0	0
KNOLOGY OF FLORIDA, INC.	2	0	2	2	0	2
LCI INTERNATIONAL TELECOM CORP. D/B/A QWEST COMMUNICATIONS	0	0	0	1	0	1
LECSTAR TELECOM, INC.	0	1	1	0	0	0
MCI TELECOMMUNICATIONS CORPORATION	1	0	1	1	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	2	2	4	5	0	5
MCI WORLDCOM NETWORK SERVICES, INC.	1	0	1	2	0	2
MCIMETRO ACCESS TRANSMISSION SERVICES LLC	0	1	1	0	0	0
MIRACLE COMMUNICATIONS	4	0	4	0	0	0
MPOWER COMMUNICATIONS CORP.	1	1	2	1	1	2
NEWPHONE	1	0	1	1	0	1
NEWSOUTH COMMUNICATIONS CORP.	0	1	1	0	0	0
NUVOX COMMUNICATIONS, INC.	0	1	1	0	0	0
PAN AMERICAN TELECOM, INCORPORATED	1	0	1	0	0	0
PINNACLE TELCOM, INC.	0	0	0	1	0	1
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
QWEST COMMUNICATIONS CORPORATION	1	0	1	0	0	0
SANDHILLS TELECOMMUNICATIONS GROUP, INC. D/B/A SANTEL COMM	0	0	0	1	0	1
SECOND CHANCE PHONE	0	1	1	0	0	0
SOUTHERN RECONNECT, INC.	0	1	1	2	0	2
SUN-TEL USA, INC.	0	0	0	0	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	31	31	62	50	3	53
TALK AMERICA INC.	0	1	1	2	0	2
TALK UNLIMITED NOW, INC.	1	1	2	1	1	2
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	1	1	0	1	1
THE MOBILE PHONE COMPANY, INC.	0	0	0	2	1	3
TIME WARNER CABLE INFORMATION SERVICES (FLORIDA), LLC	0	0	0	1	0	1
UNITED STATES TELECOMMUNICATIONS, INC. D/B/A TEL COM PLUS	0	0	0	0	1	1
US LEC OF FLORIDA INC.	0	0	0	1	0	1
USA TELEPHONE INC.	1	0	1	1	0	1
USTEL	1	0	1	0	0	0
VARTEC TELECOM, INC.	6	6	12	6	4	10
XO FLORIDA, INC.	2	0	2	4	0	4
Z-TEL COMMUNICATIONS, INC.	1	2	3	3	2	5
TOTALS**	118	78	196	161	38	199

**Please see Definitions.*
***Does not include non-regulated or non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.*

Local Telephone Companies Complaint Activity April 2003

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-infractions*	Apparent Infractions*	Total	Y-T-D
ALLTEL FLORIDA, INC.	4	0	4	16	5	0	5	21
BELLSOUTH	73	54	127	608	171	2	173	790
FRONTIER	0	0	0	1	0	0	0	1
GTC, INC. D/B/A GT COM	2	2	4	8	2	1	3	6
VERIZON FLORIDA, INC.	17	7	24	98	22	2	24	129
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	1	0	0	0	1
NE FLORIDA	0	0	0	0	0	0	0	0
QUINCY/TDS	0	0	0	0	0	0	0	1
SMART CITY TELECOM (Formerly Vista United)	0	0	0	1	0	0	0	1
SPRINT-FLORIDA	30	18	48	228	59	2	61	302
TOTAL**	126	81	207	961	259	7	266	1,252

*Please see Definitions.

**Does not include non-regulated or non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.

Natural Gas Companies Number of Customers / Apparent Infraction Indices

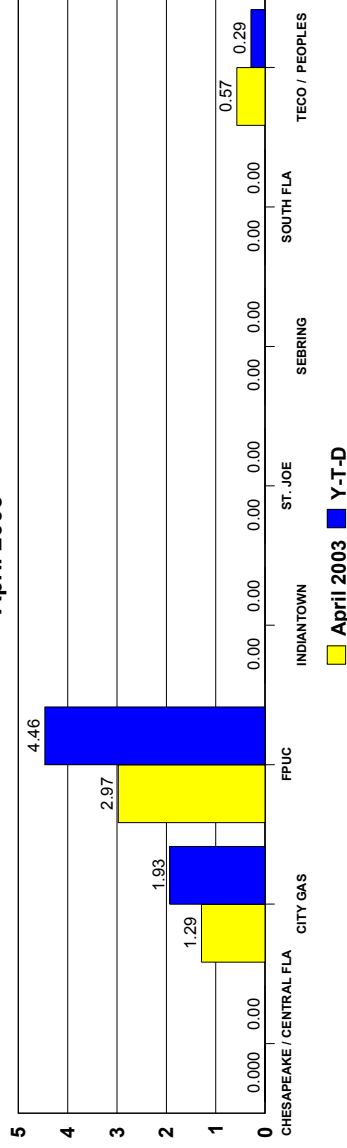
Utility Name	Number of Customers**	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers ***	Y-T-D Apparent Infractions Index*	April 2003 Apparent Infractions Index*
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	10,593	0	0.000	0.00	0.000
CITY GAS COMPANY OF FLORIDA	105,000	3	0.029	1.93	1.29
FLORIDA PUBLIC UTILITIES COMPANY	45,442	3	0.066	4.46	2.97
INDIANTOWN	631	0	0.000	0.00	0.00
ST. JOE NATURAL GAS COMPANY	3,327	0	0.000	0.00	0.00
SEBRING	631	0	0.000	0.00	0.00
SOUTH FLORIDA NATURAL GAS	4,010	0	0.000	0.00	0.00
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	266,594	1	0.004	0.29	0.57
INDUSTRY TOTAL	436,228	7	0.017		

*Please see Definitions.

**Source - Reports supplied to the PSC as of December 31, 2001.

***Note - Apparent Infractions per 1,000 customers is defined as follows: Each company total is based on the company's total apparent infractions divided by it's customer base. The industry total is based on total year-to-date apparent infractions for the industry divided by the total industry customer base.

Natural Gas Companies Apparent Infraction Indices April 2003



**Unauthorized Telephone Service Change
 “Local Slamming”
 Apparent Rule Infractions - April 2003**

Company	Month	Year-To-Date
Allegiance Telecom of Florida, Inc.	2	2
AT&T	0	1
IDS Telcom LLC	0	2
ISN Communications, Inc.	0	2
MCI Worldcom	0	6
Pan American Telecom, Inc.	0	2
Sprint-Florida, Inc.	1	1
Supra Telecommunications & Information Systems, Inc.	3	10
Talk America Inc.	0	2
Z-Tel Communications, Inc.	2	2
All Other Local Companies	3	10
Totals	11	40

Cramming Statistics*

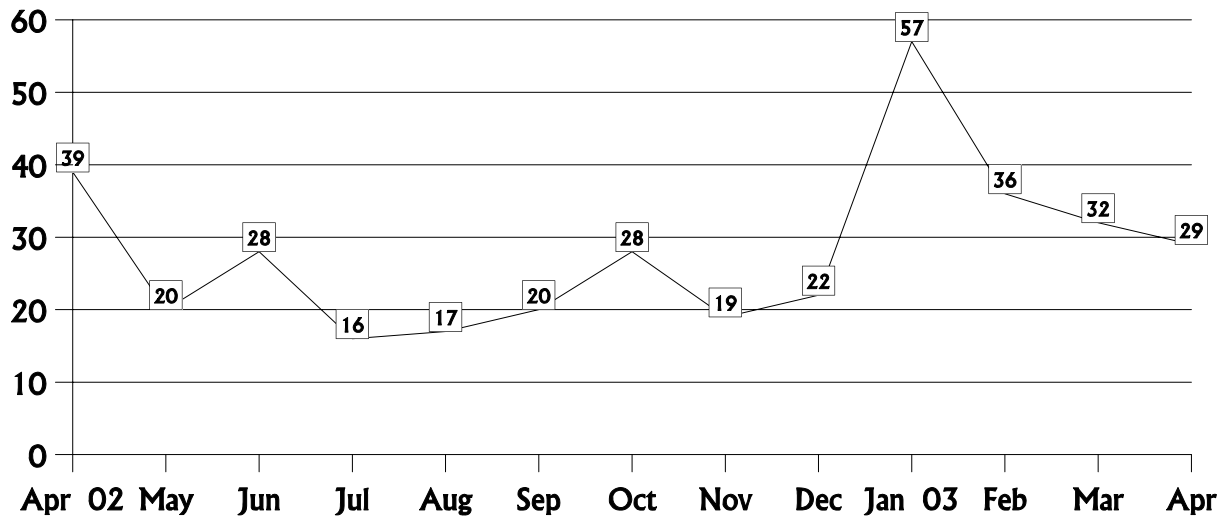
April 2003

New Cases Received	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
38	29	\$ 2,728.43

**Please see Index of Definitions*

Cases Resolved as Cramming

April 2002 - April 2003



Utility Name	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
OPTICAL TELEPHONE CORPORATION	7	1	8	0	5	5
PANTHER TELECOMMUNICATIONS CORPORATION	0	0	0	1	0	1
POWERNET GLOBAL COMMUNICATIONS	1	0	1	1	0	1
PRIMUS TELECOMMUNICATIONS, INC.	2	2	4	1	1	2
QWEST COMMUNICATIONS CORPORATION	6	5	11	19	1	20
RADIANT TELECOM, INC.	0	0	0	2	0	2
RIDLEY TELEPHONE COMPANY, LLC	1	0	1	1	0	1
RSL COM U.S.A., INC.	1	0	1	1	0	1
SPRINT	53	28	81	73	11	84
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	2	0	2
T-NETIX, INC.	0	0	0	1	0	1
TALK AMERICA INC.	5	0	5	5	0	5
TCG SOUTH FLORIDA	0	1	1	0	0	0
TELECOMEZ CORP.	1	0	1	1	0	1
TELECOM*USA OR TELECONNECT	1	3	4	4	0	4
TELECUBA, INC.	1	1	2	0	0	0
TELEUNO, INC.	1	0	1	3	1	4
TELIS COMMUNICATIONS GROUP, INC.	1	0	1	0	0	0
TEXCOM U.S.A.	3	0	3	0	0	0
TOTAL CALL INTERNATIONAL, INC.	0	1	1	1	0	1
TRICOM USA, INC.	0	0	0	1	2	3
TTI NATIONAL, INC.	0	2	2	1	1	2
U S P & C CORPORATION	0	1	1	1	0	1
UKI COMMUNICATIONS, INC.	2	1	3	1	2	3
URSUS TELECOM CORP.	0	0	0	1	0	1
US LEC OF FLORIDA INC.	0	0	0	1	0	1
U.S. TELECOM LONG DISTANCE, INC.	0	1	1	0	1	1
VARTEC TELECOM, INC.	7	9	16	3	3	6
VERIZON SELECT SERVICES INC.	2	5	7	9	2	11
VOIP ENTERPRISES INC.	2	0	2	0	0	0
VOX POPULI TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
VYCERA COMMUNICATIONS, INC.	0	1	1	1	0	1
W2COM INTERNATIONAL, LLC	1	0	1	0	0	0
WEBNET COMMUNICATIONS, INC.	0	1	1	1	0	1
WILLIAMS COMMUNICATIONS, LLC	1	0	1	0	0	0
WORLD COMMUNICATIONS SATELLITE SYSTEMS, INC.	1	2	3	5	1	6
WORLDXCHANGE COMMUNICATIONS, INC.	0	0	0	1	0	1
XO LONG DISTANCE SERVICES, INC.	0	1	1	1	0	1
Z-TEL COMMUNICATIONS, INC.	1	0	1	0	0	0
ZERO PLUS DIALING	0	1	1	2	0	2
TOTALS**	304	299	603	605	120	725

*Please see Definitions.

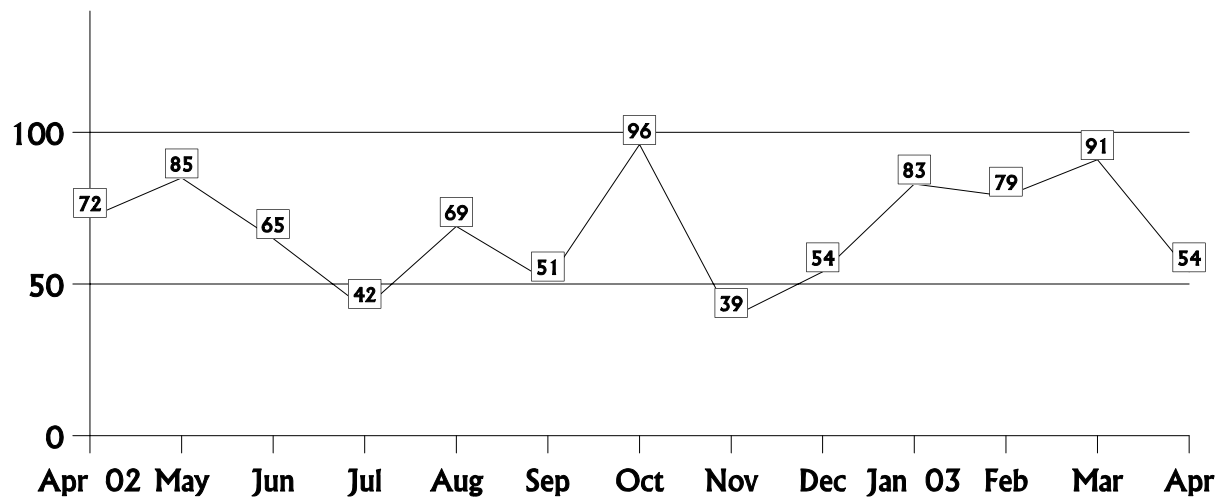
**Does not include non-regulated or non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.

**Unauthorized Telephone Service Change
 “Long Distance Slamming”
 Apparent Rule Infractions - April 2003**

Company	Month	Year-To-Date
America’s Digital Satellite Telephone, Inc.	1	6
AT&T / ACC	4	18
Clear World Communications Corp.	2	9
Excel Telecommunications, Inc.	2	12
LCR Telecommunications. L.L.C.	0	8
MCI Worldcom	8	38
Miko Telephone Communications, Inc.	12	54
Onelink Communications, Inc.	1	15
Optical Telephone Corporation	2	18
Primus Telecommunications, Inc.	1	7
Sprint	7	31
Teleuno, Inc.	1	13
UKI Communications, Inc.	2	17
World Communications Satellite Systems, Inc.	0	17
Other Long Distance Companies	11	44
Totals	54	307

Cases Resolved as Slamming

April 2002 - April 2003



Pay Telephone Companies Complaint Activity - April 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-infractions*	Apparent Infractions*	Total
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	0	0	0	1	0	1
CINCINNATI BELL PUBLIC COMMUNICATIONS INC.	1	0	1	0	0	0
EVERCOM SYSTEMS, INC.	0	0	0	1	0	1
PAYSTAR COMMUNICATIONS, INC.	0	0	0	0	1	1
PHONEXPERT, INC.	1	0	1	0	0	0
PUBLIC COMMUNICATION SERVICES	0	1	1	0	0	0
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	0	0	0	1	0	1
SPRINT PAYPHONE SERVICES, INC.	0	3	3	1	0	1
T-NETIX, INC.	1	0	1	0	0	0
TELELEASING ENTERPRISES, INC.	0	0	0	0	1	1
TOTALS**	3	4	7	4	2	6

**Please see Definitions.*

***Does not include non-regulated or non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.*

Water & Wastewater Companies Complaint Activity - April 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
ALOHA UTILITIES, INC.	1	2	3	3	0	3
AQUASOURCE UTILITY, INC.	11	3	14	0	0	0
BROADVIEW PARK WATER COMPANY	1	2	3	1	1	2
CHATEAU COMMUNITIES, INC.	0	1	1	0	0	0
CONTINENTAL UTILITY, INC.	0	0	0	1	0	1
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	0	0	0
FLORIDA WATER SERVICES CORPORATION	5	5	10	9	0	9
FOREST HILLS UTILITIES, INC.	0	0	0	1	0	1
HUDSON UTILITIES, INC.	0	1	1	0	0	0
KEEN SALES, RENTALS AND UTILITIES, INC.	1	0	1	0	0	0
LINDRICK SERVICE CORPORATION	0	2	2	1	0	1
LITTLE SUMTER UTILITY COMPANY	0	1	1	0	0	0
MILES GRANT WATER AND SEWER COMPANY	1	0	1	0	0	0
NORTH FORT MYERS UTILITY, INC.	0	1	1	1	0	1
O&S WATER COMPANY, INC.	0	1	1	0	0	0
PARADISE LAKES UTILITY, L.L.C.	0	0	0	1	0	1
PARK MANOR WATERWORKS, INC.	1	0	1	1	0	1
PARK WATER COMPANY INC.	1	0	1	1	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	1	0	1	0	0	0
ROYAL UTILITY COMPANY	0	1	1	1	0	1
SANLANDO UTILITIES CORPORATION	1	0	1	5	0	5
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	2	0	2	0	0	0
UTILITIES, INC. OF FLORIDA	1	0	1	1	0	1
WATER & SEWER SERVICES OF BROWARD, INC.	0	0	0	1	0	1
TOTALS**	27	21	48	28	1	29

*Please see Definitions.

**Does not include non-regulated or non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.

DEFINITIONS

Access Line or Subscriber Line - The circuit or channel between the demarcation point at the customer's premises and the serving end or Class 5 central office.

Apparent Rule Infraction - If the PSC staff believes that the utility has apparently violated a PSC rule, the company's tariff or its stated company policy, the complaint will be resolved as an apparent rule infraction by PSC staff.

Apparent Non-infraction - If the PSC staff believes that a utility is not in violation of any rule or tariff, the complaint will be resolved with a code assigned for tracking purposes.

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.

Cramming - When charges for telephone services are added, or “crammed”, onto local telephone bills without the consumers’ knowledge or consent.

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.

Shared Tenant Service (STS) - as defined in section 364.339 (1), Florida Statutes, means the provision of service which duplicates or competes with local service provided by an existing local telephone company and is furnished through a common switching or billing arrangement to tenants by an entity other than an existing local telephone company.

Tariff - Description of all rate schedules, a schedule of charges and rules and regulations of a utility company.

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 their concerns to that utility.

YTD Apparent Infraction Index - $\frac{\% \text{ of apparent infractions}^*}{\% \text{ of customers}^{**}}$

***% of apparent infractions** = $\frac{\text{year to date total number of apparent infractions}}{\text{year to date total \# of apparent infractions for the industry}}$

**** % of customer** = $\frac{\text{total customer base for each utility}}{\text{total customer base for industry}}$