



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT JUNE 2004

Data Compiled on 7/29/2004

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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 Regulatory Compliance and Consumer Assistance 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
Division of Regulatory Compliance and Consumer Assistance
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 has adopted Rule 25-22.032, Florida Administrative Code, relating to the Commission's customer complaint handling procedure.

Summary

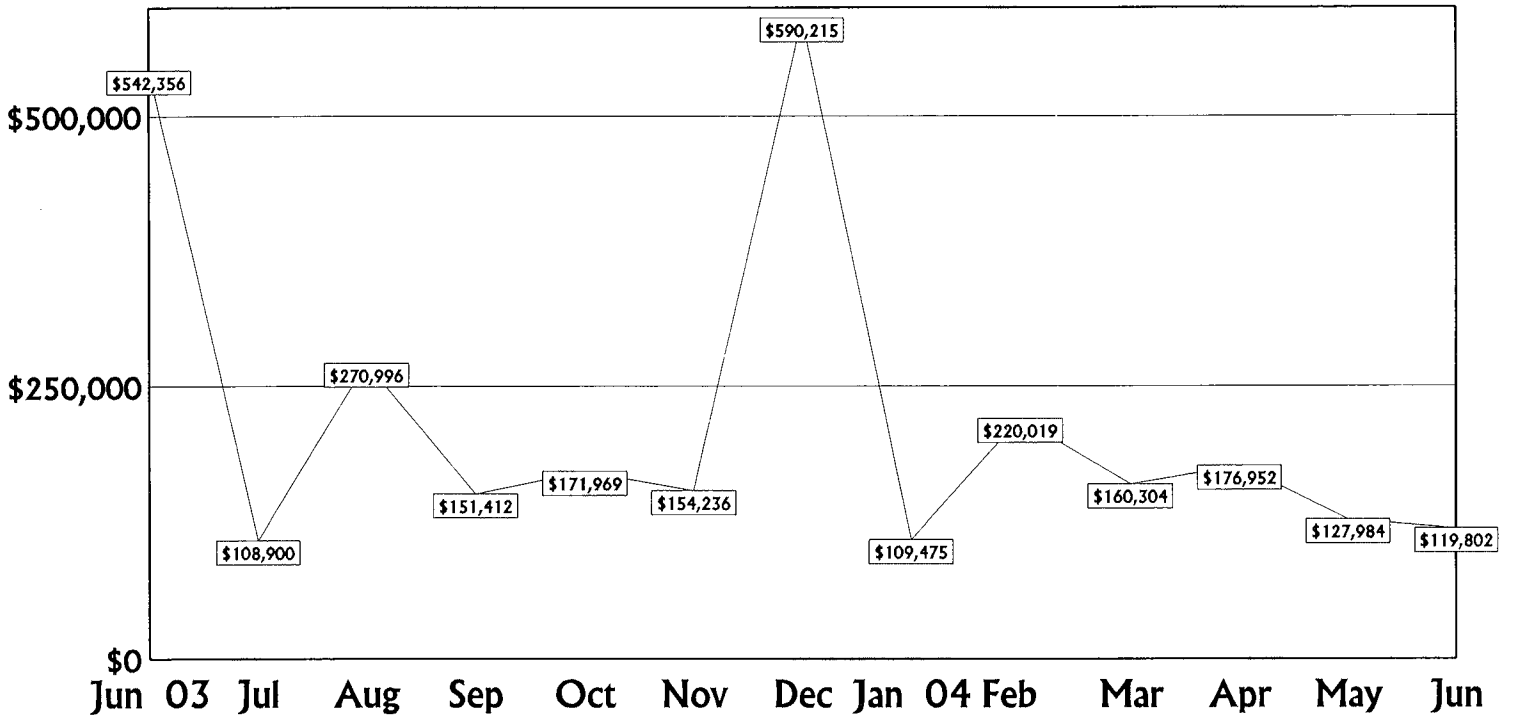
There were **2,474** complaints logged against the utility companies for the month of June 2004. If the PSC staff believes that a violation of the Florida Administrative Code, company tariffs or policies occurred, the complaint is resolved as an apparent rule infraction. There were also **2,108** information requests logged by the PSC.

A total of 21 utility companies are participating in the Telephone Transfer-Connect option, as of June 30, 2004. Under this option, and with the caller's approval, a call to the PSC is directly transferred to the caller's utility. There were **1,021** calls transferred and entered into CATS during June 2004.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled \$119,802 for the month.

Consumer Refunds

June 2003 - June 2004



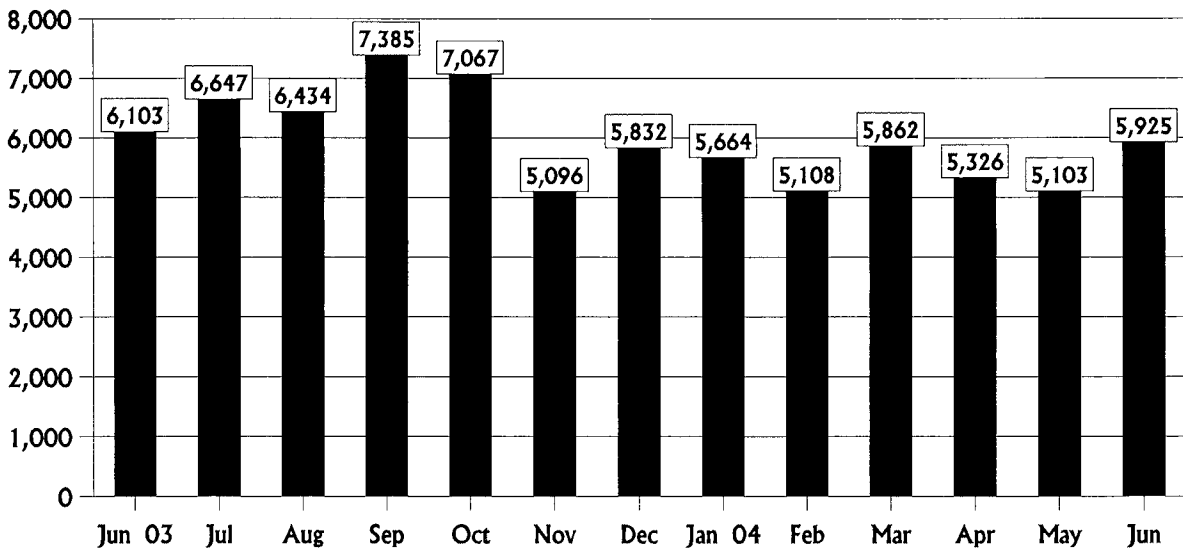
Consumer Activity Overview - June 2004

Complaints Received & Entered into CATS	2,474
Electric	69
Gas	16
Competitive Local Exchange Telephone	304
Local Exchange Telephone	244
Long Distance Telephone	577
Pay Telephone	3
Shared Tenant	0
Water & Wastewater	17
Non-certificated Company Complaints Received	13
Telephone Transfer-Connects (Calls Transferred to Utilities)	1,021
E-Transfers (E-mails sent to Utilities from the PSC Web site)	68
Cases Received / Closed Under 3 Day Rule	142
Electric	60
Gas	1
Telecommunications	81
Water / Wastewater	0
Information Requests Received & Entered into CATS	<u>2,108</u>
Total Cases Received & Entered into CATS	4,582
Telephone Calls and Telephone Transfer-Connects Not Filed As Cases	<u>1,343</u>
Total Consumer Contacts Handled	5,925

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,774	1,742	3,516
Mail	176	119	295
Internet	416	226	642
Fax	108	21	129
Totals	2,474	2,108	4,582

Consumer Savings	
Electric	\$ 16,728.73
Gas	1,195.67
Competitive Local Exchange Telephone	28,993.59
Local Exchange Telephone	21,125.95
Long Distance Telephone	51,494.17
Pay Telephone	196.33
Water & Wastewater	67.96
Non-regulated/Other Consumer Assistance	0.00
Total	\$119,802.40

Public Service Commission Total Consumer Contacts June 2003 - June 2004



Complaints by Industry June 2004

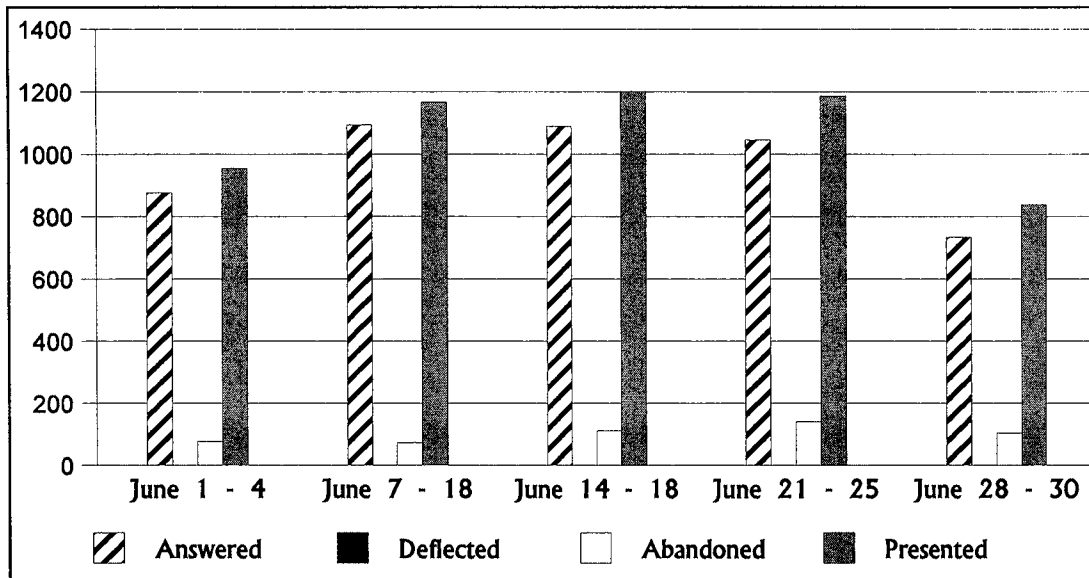
	Complaints Received	% of Total Complaints*
Electric	69	3%
Natural Gas	16	1%
Competitive Local Exchange Telephone	304	12%
Local Exchange Telephone	244	10%
Long Distance Telephone	577	23%
Pay Telephone	3	0%
Shared Tenant	0	0%
Water & Wastewater	17	1%
Non-certificated Company Complaints Received**	13	< 1%
Telephone Transfer-Connects (Calls Transferred to Utilities)	1,021	41%
E-Transfers	68	3%
Cases Received & Closed by 72 Hr Rule	142	6%
Total	2,474	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-certificated relates to complaints filed against companies that appear to lack a certificate with the PSC, but the complaint issue may be jurisdictional.

Total Calls Received - Call Center Statistics June 2004



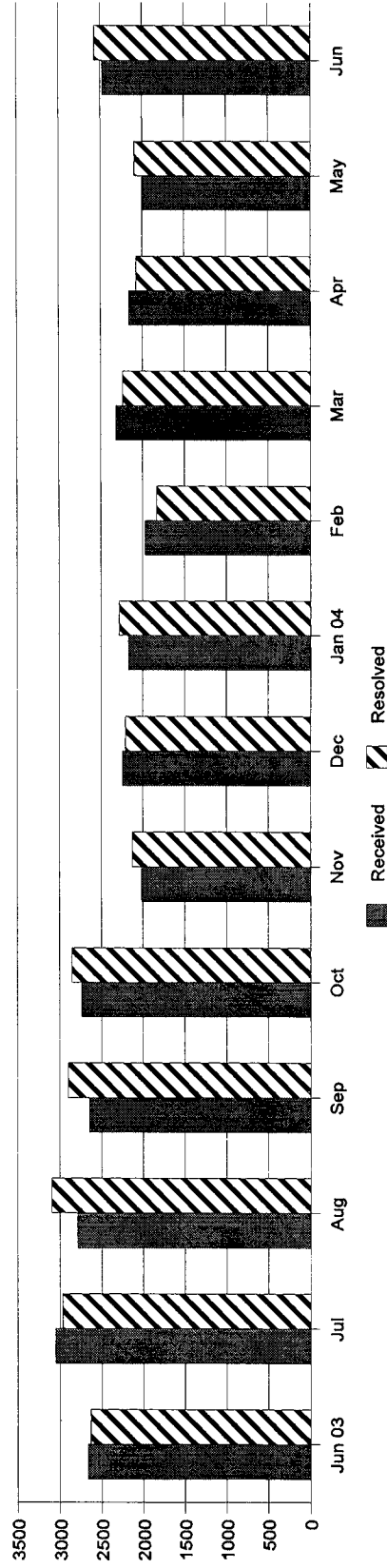
- Answered:** Number of calls answered by Consumer Affairs' Regulatory Specialists.
- Deflected:** Number of calls originally destined for the PSC's Automated Call Distribution (ACD) Group which were not answered by a Consumer Affairs Regulatory Specialist: (a) due to a full queue or (b) wait time in queue was exceeded.
- Abandoned:** Number of calls offered to the ACD Group but customer hung up while waiting in queue 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
June 1 - 4	877	92%	0	0%	78	8%	955
June 7 - 11	1,094	94%	0	0%	73	6%	1,167
June 14 - 18	1,090	91%	0	0%	111	9%	1,201
June 21 - 25	1,046	88%	0	0%	140	12%	1,186
June 28 - 30	735	88%	0	0%	104	12%	839
Totals	4,842	91%	0	0%	506	9%	5,348

Note: % Totals have been rounded.

Calls Answered During the Month (RCA)	4,842
Minus Calls Resulting in Cases (RCA)	(3,499)
Total Calls Not Filed As Cases (RCA)	1,343

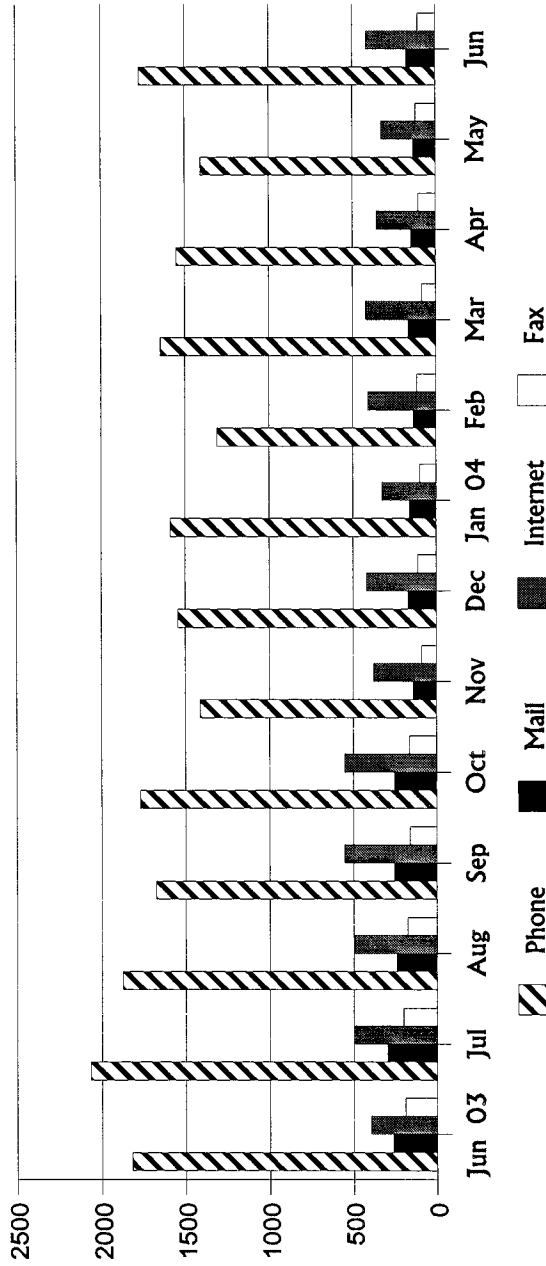
Total Complaints Received/Resolved by Month* June 2003 - June 2004



	Jun 03	Jul	Aug	Sep	Oct	Nov	Dec	Jan 04	Feb	Mar	Apr	May	Jun
Received	2,664	2,788	2,645	2,965	2,735	2,015	2,242	2,172	1,967	2,317	2,161	1,987	2,474
Resolved	2,631	2,855	2,898	3,096	2,855	2,127	2,210	2,279	1,832	2,233	2,073	2,095	2,566

*The term "Complaints Resolved" includes 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.

How Complaints Were Received Phone, Mail, Internet and Fax June 2003 - June 2004

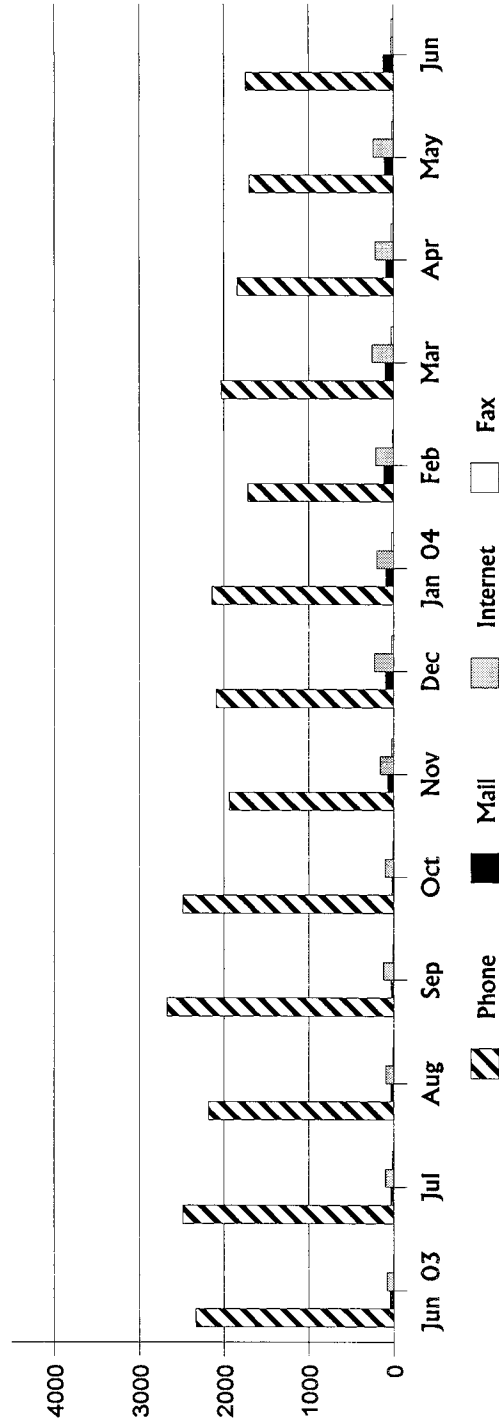


	Jun 03	Jul	Aug	Sep	Oct	Nov	Dec	Jan 04	Feb	Mar	Apr	May	Jun
Phone	1,820	2,066	1,876	1,678	1,772	1,412	1,544	1,589	1,311	1,646	1,551	1,405	1,774
Mail	261	297	240	254	251	139	170	160	135	166	148	134	176
Internet	395	491	496	553	550	375	417	326	407	420	356	327	416
Fax	188	201	176	160	162	89	111	97	114	85	106	121	108
Total	2,664	3,055	2,788	2,645	2,735	2,015	2,242	2,172	1,967	2,317	2,161	1,987	2,474

How Information Requests Were Received

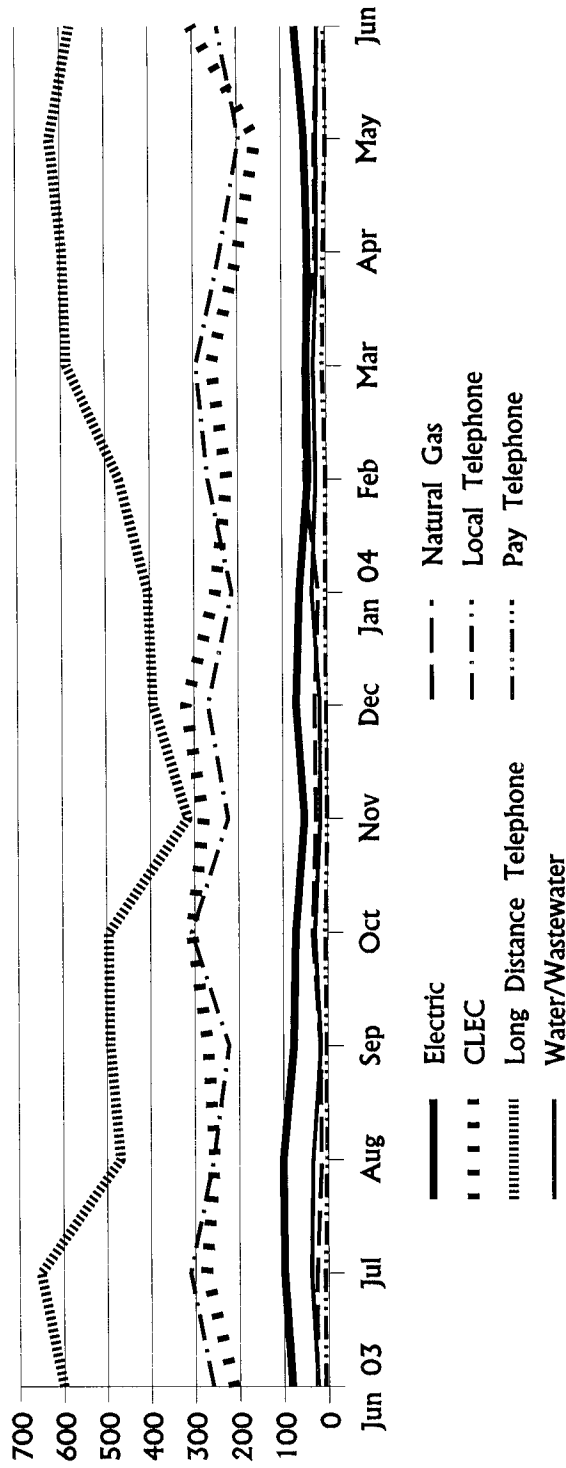
Phone, Mail, Internet and Fax

June 2003 - June 2004



	Jun 03	Jul	Aug	Sep	Oct	Nov	Dec	Jan 04	Feb	Mar	Apr	May	Jun
Phone	2,335	2,486	2,181	2,673	2,488	1,935	2,088	2,138	1,719	2,030	1,841	1,698	1,742
Mail	44	33	33	30	23	68	97	90	111	95	90	104	119
Internet	78	96	92	120	102	156	230	198	210	249	214	238	226
Fax	5	14	11	5	12	22	21	24	11	25	27	19	21
Total	2,462	2,629	2,317	2,828	2,625	2,181	2,436	2,450	2,051	2,399	2,172	2,059	2,108

Complaints Received by Industry June 2003 - June 2004



Industry	Jun 03	Jul	Aug	Sep	Oct	Nov	Dec	Jan 04	Feb	Mar	Apr	May	Jun
Electric	82	99	101	77	72	51	70	62	42	45	41	48	69
Natural Gas	26	25	15	17	34	26	28	19	49	50	24	25	16
CLEC	214	275	256	270	306	279	318	252	225	260	199	158	304
Local Telephone	260	311	258	223	307	224	269	215	268	294	239	196	244
Long Dist. Phone	602	652	469	492	495	315	392	404	470	587	596	624	577
Payphone	7	7	3	4	6	1	2	4	2	9	6	0	3
Water/Wastewater	24	38	34	16	29	16	16	34	24	29	20	21	17
Totals*	1,215	1,407	1,136	1,099	1,249	912	1,095	990	1,080	1,262	1,125	1,072	1,230

*Does not include non-certificated complaints received, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints received and closed under the three-day rule.

Electric Companies Complaint Activity - June 2004

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-infractions*	Apparent Infractions*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	13	20	33	150	33	0	33	150
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	4	0	0	0	3
GULF POWER COMPANY	1	1	2	7	2	0	2	4
PROGRESS ENERGY FLORIDA, INC.	9	7	16	78	20	0	20	84
TAMPA ELECTRIC COMPANY	14	3	17	52	16	0	16	46
TOTAL**	38	31	69	291	71	0	71	287

*Please see Definitions.

**Does not include non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, or complaints received and closed under the three-day rule.

Electric Companies Number of Customers / Apparent Infraction Indices

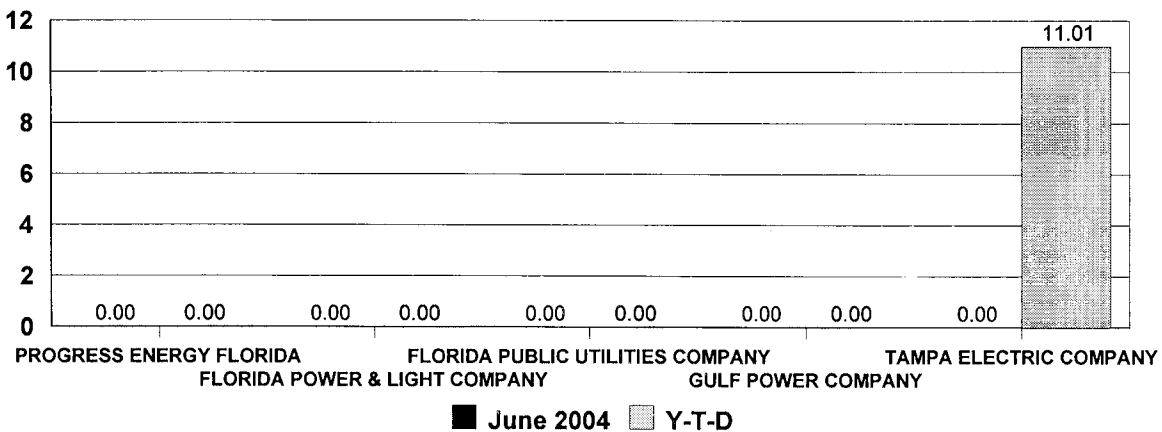
Utility Name	Total Customer Base **	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers***	Y-T-D Apparent Infractions Index*	June 2004 Apparent Infractions Index*
FLORIDA POWER & LIGHT COMPANY	4,092,796	0	0.0000	0.00	0.00
FLORIDA PUBLIC UTILITIES COMPANY	26,242	0	0.0000	0.00	0.00
GULF POWER COMPANY	388,253	0	0.0000	0.00	0.00
PROGRESS ENERGY FLORIDA, INC.	1,478,653	0	0.0000	0.00	0.00
TAMPA ELECTRIC COMPANY	597,932	1	0.0017	11.01	0.00
TOTAL	6,583,876	1	0.0002		

*Please see Definitions.

**Source - PSC's Facts and Figures of the Florida Utility Industry 2004, based on 2003 averages.

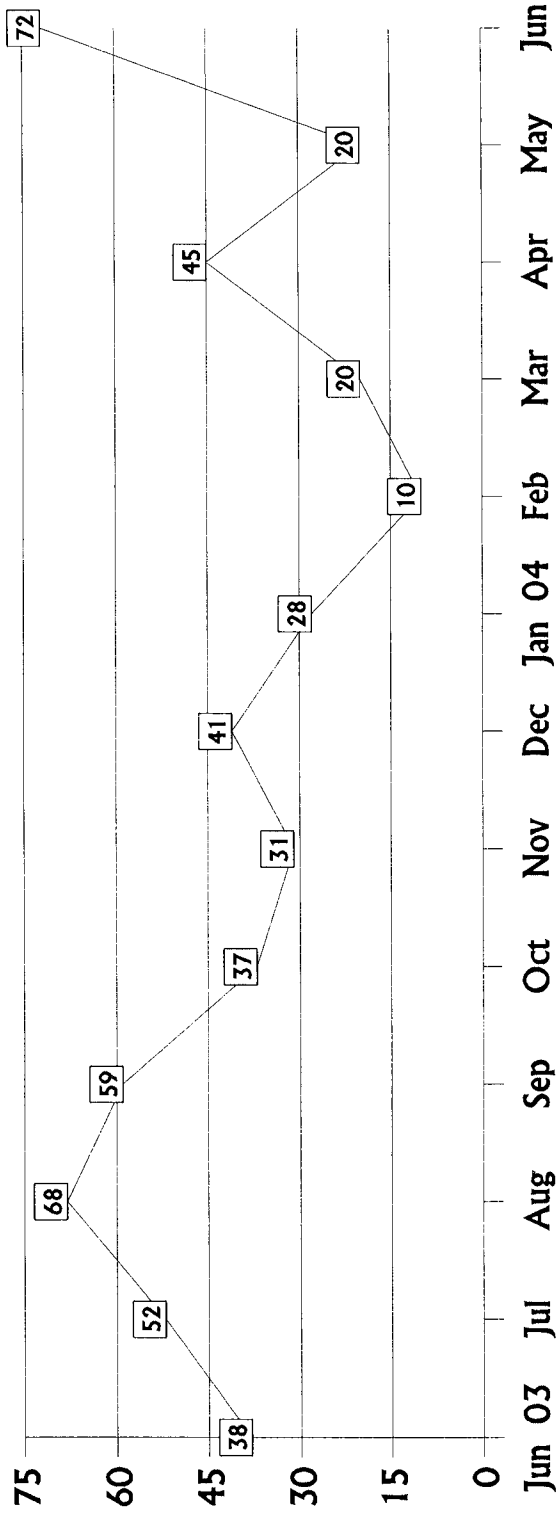
*** Note - Infractions per 1,000 customers is defined as follows: Each company total is based on the company's total apparent infractions divided by its customer base. The industry total is based on total year-to-date apparent infractions for the industry divided by the total industry customer base.

Electric Companies Apparent Infraction Indices June 2004



Electric Outage Related Complaints Filed

June 2003 - June 2004



Natural Gas Companies Complaint Activity June 2004

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	0	0	4	2	0	2	5
CITY GAS COMPANY OF FLORIDA	4	2	6	69	13	0	13	67
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	15	2	1	3	14
INDIANTOWN	0	0	0	0	0	0	0	0
ST. JOE NATURAL GAS COMPANY	0	0	0	1	1	0	1	2
SEBRING	0	0	0	0	0	0	0	0
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	4	5	9	94	14	1	15	96
TOTAL**	9	7	16	183	32	2	34	184

*Please see Definitions.

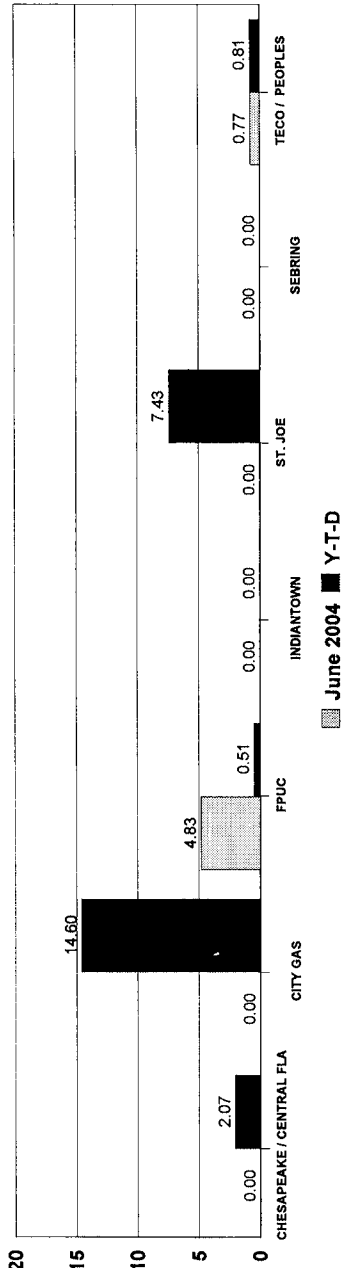
**Does not include non-certificated complaints received, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints received and closed under the three-day rule.

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*	June 2004 Apparent Infractions Index*
CHESAPEAKE UTILITIES - FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	11,741	1	0.085	2.07	0.00
CITY GAS COMPANY OF FLORIDA	98,171	6	0.061	14.60	0.00
FLORIDA PUBLIC UTILITIES COMPANY	47,875	1	0.021	0.51	4.83
INDIANTOWN	671	0	0.000	0.00	0.00
ST. JOE NATURAL GAS COMPANY	3,274	1	0.305	7.43	0.00
SEBRING	625	0	0.000	0.00	0.00
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	299,924	10	0.033	0.81	0.77
INDUSTRY TOTAL	462,281	19	0.041		

*Please see Definitions.
 **Source - Docket No. 040003-GU, Purchased Gas Adjustment (PGA) True-Up - A-5 Schedules (as of December 2003).
 ***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 June 2004



Local Telephone Companies Complaint Activity June 2004

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-infractions*	Apparent Infractions*	Total	Y-T-D
ALLTEL FLORIDA, INC.	3	0	3	17	3	0	3	17
BELLSOUTH	107	60	167	930	175	9	184	951
FRONTIER	0	0	0	0	0	0	0	0
GTC, INC. D/B/A GT COM	2	0	2	11	1	0	1	12
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	1	0	0	0	1
NE FLORIDA	0	0	0	1	0	0	0	1
QUINCY/TDS	0	0	0	1	0	0	0	1
SMART CITY TELECOM (Formerly Vista United)	0	0	0	0	0	0	0	0
SPRINT-FLORIDA	26	17	43	328	48	0	48	321
VERIZON FLORIDA, INC.	20	9	29	167	40	1	41	185
TOTAL**	158	86	244	1,456	267	10	277	1,489

*Please see Definitions.

**Does not include non-certificated complaints received, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints received and closed under the three-day rule.

Local Telephone Companies Number of Access Lines / Apparent Infraction Indices

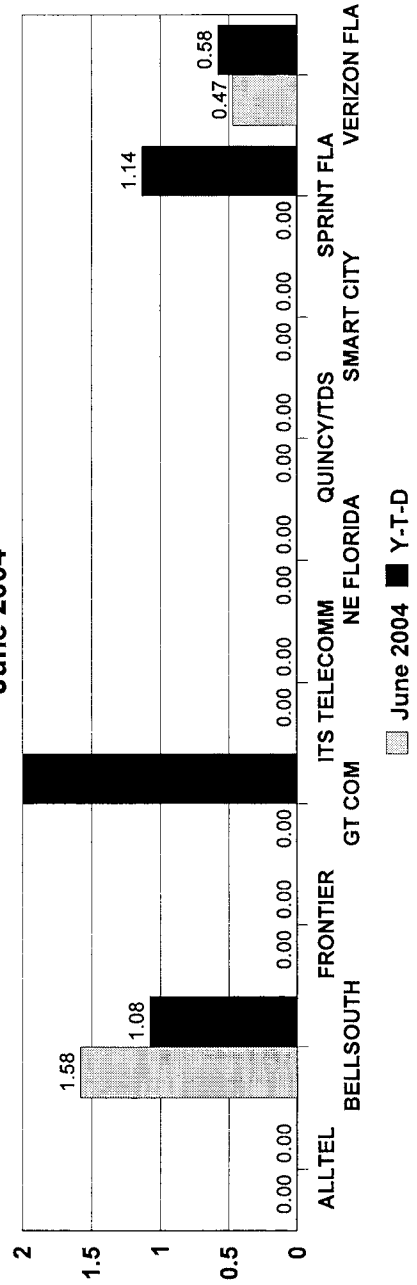
Utility Name	Number of Access lines**	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Access lines***	Y-T-D Apparent Infraction Index*	June 2004 Apparent Infractions Index*
ALLTEL	94,294	0	0.0000	0.00	0.00
BELLSOUTH	6,051,936	35	0.0058	1.08	1.58
FRONTIER	4,576	0	0.0000	0.00	0.00
GT COM (Floral, Gulf & St. Joseph)	52,081	2	0.0384	7.16	0.00
ITS TELECOMMUNICATIONS SYSTEMS	3,982	0	0.0000	0.00	0.00
NE FLORIDA	10,227	0	0.0000	0.00	0.00
QUINCY/TDS	14,192	0	0.0000	0.00	0.00
SMART CITY TELECOM (Formerly Vista United)	15,328	0	0.0000	0.00	0.00
SPRINT-FLORIDA	2,131,285	13	0.0061	1.14	0.00
VERIZON FLORIDA, INC.	2,247,512	7	0.0031	0.58	0.47
TOTAL	10,625,413	57	0.0054		

* Please see Definitions.

**Source - PSC Comparative Rate Statistics Report for the Year 2003, as of December 31, 2003.

***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 June 2004



**Competitive Local Telephone Companies
Complaint Activity - June 2004**

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-infractions*	Apparent Infractions*	Total
ACCERIS COMMUNICATIONS CORP. OF FLORIDA	1	0	1	0	0	0
ACN COMMUNICATION SERVICES, INC.	0	0	0	1	1	2
ADELPHIA BUSINESS SOLUTIONS INVESTMENT, LLC D/B/A TELCOVE	0	0	0	1	1	2
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	1	0	1	1	0	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	2	1	3	3	1	4
AMERICAN DIAL TONE	0	1	1	0	0	0
ANEW BROADBAND, INC.	0	0	0	1	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	13	6	19	17	1	18
BUDGET PHONE, INC.	1	0	1	1	0	1
BULLSEYE TELECOM, INC.	1	0	1	1	0	1
BURNO, INC. D/B/A CITYWIDE-TEL	0	0	0	0	2	2
CAT COMMUNICATIONS INTERNATIONAL, INC.	1	0	1	2	0	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	3	2	5	6	0	6
COMM SOUTH COMPANIES, INC. D/B/A FLORIDA COMM SOUTH	0	0	0	0	1	1
CYPRESS COMMUNICATIONS OPERATING COMPANY, INC.	1	0	1	0	0	0
DELAND ACTEL, INC.	7	1	8	2	0	2
DSL TELECOM, INC.	0	0	0	1	0	1
DSL I	3	1	4	1	2	3
EAGLE TELECOMMUNICATIONS, INC.	1	0	1	0	0	0
EPICUS, INC.	2	1	3	5	0	5
EXCEL TELECOMMUNICATIONS, INC.	1	1	2	2	0	2
EZ TALK COMMUNICATIONS, L.L.C.	0	0	0	0	1	1
FDN COMMUNICATIONS	10	1	11	11	0	11
FLORIDA PHONE SERVICE, INC.	1	0	1	2	2	4
FLORIDA TELEPHONE SERVICES, LLC	5	2	7	5	3	8
IDS TELCOM LLC	7	3	10	4	2	6
IDT	16	8	24	18	0	18
IMAGE ACCESS COMMUNICATIONS, INC. D/B/A NEWPHONE	0	0	0	1	0	1
INSTATONE	2	0	2	1	0	1
ISN COMMUNICATIONS	1	0	1	0	0	0

Cramming Statistics*

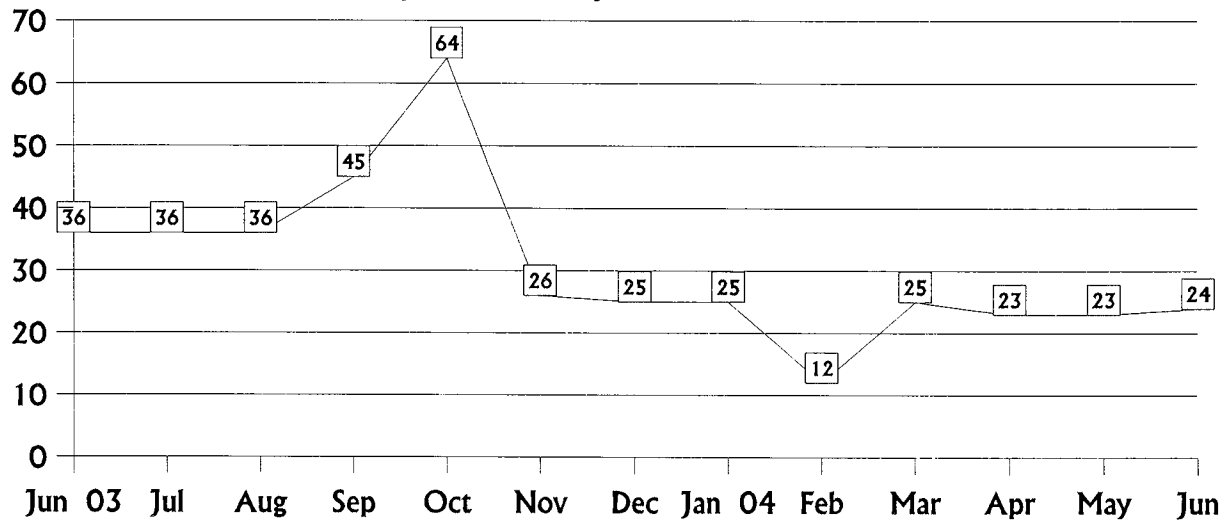
June 2004

New Cases Received	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
26	24	\$2,276.91

**Please see Definitions*

Cases Resolved as Cramming

June 2003 - June 2004



**Long Distance Telephone Companies
Complaint Activity - June 2004**

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-infractions*	Apparent Infractions*	Total
I 800 3030 123 AMERICATEL COLLECT	4	1	5	4	0	4
1800CALL4LESS	0	1	1	1	0	1
ALLTEL COMMUNICATIONS, INC.	0	0	0	1	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	81	213	294	349	30	379
BELLSOUTH LONG DISTANCE, INC.	8	4	12	17	0	17
BROADWING COMMUNICATIONS, LLC	1	0	1	1	0	1
BUDGET CALL LONG DISTANCE, INC.	1	0	1	1	0	1
CENTRIX TELECOM, LLC	1	0	1	0	0	0
CINCINNATI BELL ANY DISTANCE INC.	1	0	1	1	0	1
CINERGY COMMUNICATIONS COMPANY	2	0	2	2	0	2
CLEAR WORLD COMMUNICATIONS CORPORATION	0	0	0	5	0	5
CODETEL INTERNATIONAL COMMUNICATIONS INCORPORATED	1	0	1	1	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	0	0	1	0	1
COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC	0	0	0	1	0	1
CORRECTIONAL BILLING SERVICES	0	1	1	4	0	4
CTC COMMUNICATIONS CORP.	1	0	1	0	0	0
CUSTOM TELECONNECT, INC.	0	1	1	1	0	1
ENHANCED COMMUNICATIONS NETWORK, INC.	1	0	1	0	0	0
EUROCOM TELECOMMUNICATIONS, LLC	0	1	1	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	1	2	3	5	0	5
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
GLOBAL TEL*LINK CORPORATION	1	1	2	0	0	0
HBS BILLING SERVICES COMPANY	0	0	0	0	1	1
IBGH COMMUNICATIONS, LLC	2	0	2	0	0	0
IDT AMERICA CORP. D/B/A DSA TELECOM	6	6	12	14	0	14
ILD	0	3	3	2	0	2
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	1	5	6	5	0	5
INTEGRETEL, INC.	1	10	11	14	1	15
INTERACTIVE SERVICES NETWORK, INC. D/B/A ISN COMM.	0	0	0	1	0	1
ITC*DELTACOM	1	0	1	1	0	1
LIGHTYEAR COMMUNICATIONS, INC.	0	0	0	2	0	2
LOCUS TELECOMMUNICATIONS, INC.	1	0	1	0	0	0
MATRIX TELECOM	1	0	1	2	0	2
MCI WORLDCOM COMMUNICATIONS, INC.	0	1	1	0	0	0
MCI WORLDCOM NETWORK SERVICES, INC.	21	22	43	36	2	38
NECC TELECOM, INC.	0	1	1	0	1	1
NEW CENTURY TELECOM, INC.	4	2	6	7	0	7
NORVERGENCE, INC.	17	1	18	0	0	0
NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS	0	0	0	1	0	1
OCCM, INC.	0	3	3	2	0	2

**Pay Telephone Companies
Complaint Activity - June 2004**

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-infractions*	Apparent Infractions*	Total
ATN, INC.	0	0	0	0	1	1
FLORIDA PUBLIC TELEPHONE COMPANY	1	0	1	0	1	1
PAY TEL COMMUNICATIONS, INC. D/B/A PAY TEL COMMUNICATIONS	0	0	0	1	0	1
SPRINT PAYPHONE SERVICES, INC.	0	1	1	0	0	0
TRI-COUNTY TELEPHONE INC.	1	0	1	0	0	0
TOTALS**	2	1	3	1	2	3

*Please see Definitions.

**Does not include non-certificated complaints received, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints received and closed under the three-day rule.

Water & Wastewater Companies Complaint Activity - June 2004

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-infractions*	Apparent Infractions*	Total
ALOHA UTILITIES, INC.	0	0	0	1	0	1
BAYSIDE UTILITY SERVICES, INC.	1	0	1	2	0	2
BRADEN RIVER UTILITIES, INC.	0	0	0	1	0	1
BROADVIEW PARK WATER COMPANY	0	2	2	3	0	3
CONSOLIDATED WATER WORKS, INC.	0	0	0	0	1	1
FERNCREST UTILITIES, INC.	0	0	0	0	1	1
FLORALINO PROPERTIES, INC.	0	0	0	1	0	1
FLORIDA WATER SERVICES CORPORATION	1	0	1	2	0	2
FOREST HILLS UTILITIES, INC.	0	0	0	1	0	1
HEATHER HILLS ESTATES	1	0	1	0	0	0
HUDSON UTILITIES, INC.	0	0	0	1	0	1
K W RESORT UTILITIES CORP.	0	0	0	1	0	1
KEEN SALES, RENTALS AND UTILITIES, INC.	0	1	1	0	2	2
LAKE UTILITY SERVICES, INC.	0	0	0	0	2	2
LINDRICK SERVICE CORPORATION	2	0	2	0	0	0
MAD HATTER UTILITY, INC.	0	0	0	0	1	1
MILES GRANT WATER AND SEWER COMPANY	0	0	0	0	1	1
NORTH FORT MYERS UTILITY, INC.	0	0	0	1	0	1
PINE HARBOUR WATER UTILITIES	7	0	7	2	0	2
PLACID LAKES UTILITIES, INC.	1	0	1	1	0	1
SANLANDO UTILITIES CORPORATION	1	0	1	1	0	1
SEACOAST UTILITIES	0	0	0	1	0	1
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	1	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	2	2	4
TOTALS**	14	3	17	22	10	32

*Please see Definitions.

**Does not include non-certificated complaints received, complaints transferred via the telephone transfer-connect or e-transfer process, or 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.

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.

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