



# **FLORIDA PUBLIC SERVICE COMMISSION**

## **CONSUMER ACTIVITY REPORT January 2009**

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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](mailto: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

## Consumer Activity Overview January 2009

<b>Complaints Received &amp; Entered into CATS</b>		<b>1,868</b>
Electric	78	
Gas	19	
Competitive Local Exchange Telephone	52	
Local Exchange Telephone	190	
Long Distance Telephone	71	
Pay Telephone	0	
Shared Tenant	0	
Water & Wastewater	26	
Non-certificated Company Complaints Logged		1
Electric	1	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		1,208
Electric	904	
Gas	0	
Telecommunications	304	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		133
Electric	108	
Gas	0	
Telecommunications	25	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		90
Electric	81	
Gas	0	
Telecommunications	9	
Water / Wastewater	0	
<b>Information Requests Received &amp; Entered into CATS</b>		<b>3,657</b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>5,525</b>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,439	2,714	4,153
Mail	61	95	156
Internet	355	838	1,193
Fax	13	10	23
<b>Totals</b>	<b>1,868</b>	<b>3,657</b>	<b>5,525</b>

## Cases by Industry

**January 2009**

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	78	4 %	1682	46 %
Natural Gas	19	1 %	50	1 %
Telecommunications	313	16 %	951	26 %
Competitive Local Exchange Telephone	52	3 %		
Local Exchange Telephone	190	10 %		
Long Distance Telephone	71	4 %		
Pay Telephone	0	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	26	1 %	114	3 %
Non-certificated Company Cases logged**	1	0 %	860	24 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	1,208	65 %		
E-Transfers	133	7 %		
Cases Received & Closed by 3 Day Rule	90	5 %		
<b>Total</b>	<b>1,868</b>	<b>100 %</b>	<b>3,657</b>	<b>100 %</b>

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 2009



Note: County name not available for 79 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

# Electric Companies

## Complaint Activity - January 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	7	16	23	23
PROGRESS ENERGY FLORIDA, INC.	22	20	42	42
TAMPA ELECTRIC COMPANY	2	11	13	13
<b>TOTALS**</b>	<b>31</b>	<b>47</b>	<b>78</b>	<b>78</b>

*\*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 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	1	2	3	3
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	2	2	2
FLORIDA PUBLIC UTILITIES COMPANY	6	0	6	6
PEOPLES GAS SYSTEM	3	5	8	8
<b>TOTALS**</b>	<b>10</b>	<b>9</b>	<b>19</b>	<b>19</b>

*\*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.*

## Local Telephone Companies

### Complaint Activity - January 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	57	88	145	145
EMBARQ FLORIDA, INC.	6	1	7	7
NEFCOM	1	0	1	1
VERIZON FLORIDA LLC	14	18	32	32
WINDSTREAM FLORIDA, INC.	3	2	5	5
<b>TOTALS**</b>	<b>81</b>	<b>109</b>	<b>190</b>	<b>190</b>

*\*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.*



# Competitive Local Exchange Telephone Companies

## Complaint Activity - January 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
BANDWIDTH.COM CLEC, LLC	1	0	1	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	9	1	10	10
CLEARTEL COMMUNICATIONS	1	0	1	1
CLEARTEL TELECOMMUNICATIONS, INC.	3	0	3	3
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	1	1	2	2
DELTACOM, INC.	0	2	2	2
DSL	1	0	1	1
EXCEL TELECOMMUNICATIONS	1	0	1	1
INFOTELECOM, LLC	1	0	1	1
KNOLOGY OF FLORIDA, INC.	2	1	3	3
NETWORK TELEPHONE CORPORATION	0	1	1	1
NEWPHONE, INC.	0	1	1	1
NUVOX	3	1	4	4
STS TELECOM	0	2	2	2
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	5	11	16	16
TIME WARNER TELECOM OF FLORIDA, L.P.	1	0	1	1
VARTEC TELECOM	0	1	1	1
VERIZON ACCESS TRANSMISSION SERVICES	0	1	1	1
<b>TOTALS**</b>	<b>29</b>	<b>23</b>	<b>52</b>	<b>52</b>

*\*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.*

# Long Distance Telephone Companies

## Complaint Activity - January 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ANGLES COMMUNICATION SOLUTIONS	1	0	1	1
AT&T	5	4	9	9
AT&T LONG DISTANCE SERVICE	5	6	11	11
BLUERIDGE TELECOM SYSTEMS	1	0	1	1
CLEARTEL COMMUNICATIONS, INC.	0	1	1	1
CUSTOM TELECONNECT, INC.	0	1	1	1
ENHANCED SERVICES BILLING, INC.	1	1	2	2
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	2	0	2	2
IDT AMERICA, CORP.	1	2	3	3
ILD TELESERVICES	1	6	7	7
INTEGRETEL, INC.	0	1	1	1
INTELLICALL OPERATOR SERVICES, INC.	0	1	1	1
NETWORK ENHANCED TECHNOLOGIES, INC.	2	0	2	2
OPTIC INTERNET PROTOCOL, INC.	2	0	2	2
PAETEC COMMUNICATIONS, INC.	1	0	1	1
PIONEER TELEPHONE, INC.	0	1	1	1
PRIMECAST	1	0	1	1
QWEST COMMUNICATIONS CORPORATION	3	0	3	3
SILV COMMUNICATION INC.	2	0	2	2
SPRINT	1	0	1	1
T-NETIX, INC.	1	0	1	1
TELECOM*USA OR TELECONNECT	1	0	1	1
THE OTHER PHONE COMPANY, INC.	0	1	1	1
TOTAL CALL INTERNATIONAL, INC.	1	0	1	1
VERIZON BUSINESS SERVICES	2	2	4	4
VERIZON LONG DISTANCE	0	2	2	2
WILTEL COMMUNICATION, LLC	1	0	1	1
ZERO PLUS DIALING	1	6	7	7
<b>TOTALS**</b>	<b>36</b>	<b>35</b>	<b>71</b>	<b>71</b>

*\*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 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALOHA UTILITIES, INC.	1	0	1	1
AQUA UTILITIES FLORIDA, INC.	1	0	1	1
AQUA UTILITIES FLORIDA, INC.	1	0	1	1
AQUA UTILITIES FLORIDA, INC.	3	1	4	4
AQUA UTILITIES FLORIDA, INC.	1	1	2	2
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	1	1	2	2
AQUA UTILITIES FLORIDA, INC.	1	0	1	1
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
EAST MARION SANITARY SYSTEMS, INC.	1	0	1	1
FERNCREST UTILITIES, INC.	0	1	1	1
HEATHER HILLS ESTATES	0	1	1	1
LABRADOR UTILITIES, INC.	0	1	1	1
LAKE PLACID UTILITIES, INC.	0	1	1	1
LINDRICK SERVICE CORPORATION	1	1	2	2
O&S WATER COMPANY, INC.	0	1	1	1
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	1	0	1	1
UTILITIES, INC. OF FLORIDA	2	0	2	2
UTILITIES, INC. OF PENNBROOKE	1	0	1	1
<b>TOTALS**</b>	<b>15</b>	<b>11</b>	<b>26</b>	<b>26</b>

*\*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.*

# Unauthorized Additional Telephone Service Charges

## "Cramming"

### Cases Resolved - January 2009

	Month	Year-To-Date
ENHANCED SERVICES BILLING, INC.	5	5
FAIRPOINT COMMUNICATIONS	1	1
ILD TELESERVICES	6	6
OPERATOR ASSISTANCE NETWORK	1	1
ZERO PLUS DIALING	5	5
<b>TOTALS*</b>	<b>18</b>	<b>18</b>

*\*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.*

# Unauthorized Telephone Service Charges

## "Local Slamming"

### Cases Resolved - January 2009

	Month	Year-To-Date
AT&T FLORIDA	3	3
BANDWIDTH.COM CLEC, LLC	1	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	2	2
INFOTELECOM, LLC	1	1
OPTIC INTERNET PROTOCOL, INC.	2	2
PRIMECAST	1	1
SILV COMMUNICATION INC.	2	2
VERIZON FLORIDA LLC	1	1
<b>TOTALS*</b>	<b>13</b>	<b>13</b>

*\*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.*

# Unauthorized Telephone Service Charges

## "Long Distance Slamming"

### Cases Resolved - January 2009

	Month	Year-To-Date
AT&T	1	1
AT&T LONG DISTANCE SERVICE	3	3
BLUERIDGE TELECOM SYSTEMS	1	1
ENHANCED SERVICES BILLING, INC.	1	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	2	2
IDT AMERICA, CORP.	1	1
ILD TELESERVICES	1	1
NETWORK ENHANCED TECHNOLOGIES, INC.	1	1
PAETEC COMMUNICATIONS, INC.	1	1
QWEST COMMUNICATIONS CORPORATION	3	3
SPRINT	1	1
TELECOM*USA OR TELECONNECT	1	1
TOTAL CALL INTERNATIONAL, INC.	1	1
VERIZON BUSINESS SERVICES	1	1
WILTEL COMMUNICATION, LLC	1	1
ZERO PLUS DIALING	1	1
<b>TOTALS*</b>	<b>21</b>	<b>21</b>

*\*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

**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.

**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's 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 arrangements 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.