



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT March 2010

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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 Service, Safety & 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 Service, Safety & Consumer Assistance
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview March 2010

Complaints Received & Entered into CATS		1,330
Electric	93	
Gas	25	
Competitive Local Exchange Telephone	21	
Local Exchange Telephone	109	
Long Distance Telephone	66	
Pay Telephone	2	
Shared Tenant	0	
Water & Wastewater	33	
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)		837
Electric	674	
Gas	0	
Telecommunications	163	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		58
Electric	42	
Gas	0	
Telecommunications	16	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		86
Electric	84	
Gas	0	
Telecommunications	2	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		5,260
Total New Cases Received & Entered into CATS		6,590

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,043	4,880	5,923
Mail	55	70	125
Internet	221	276	497
Fax	11	34	45
Totals	1,330	5,260	6,590

Cases by Industry

March 2010

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	93	7 %	553	11 %
Natural Gas	25	2 %	66	1 %
Telecommunications	198	14 %	2832	54 %
Competitive Local Exchange Telephone	21	2 %		
Local Exchange Telephone	109	8 %		
Long Distance Telephone	66	5 %		
Pay Telephone	2	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	33	2 %	230	4 %
Non-certificated Company Cases logged**	0	0 %	1579	30 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	837	63 %		
E-Transfers	58	4 %		
Cases Received & Closed by 3 Day Rule	86	6 %		
Total	1,330	100 %	5,260	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

March 2010



Note: County name not available for 46 cases.
e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - March 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	7	22	29	88
FLORIDA PUBLIC UTILITIES COMPANY	1	3	4	32
GULF POWER COMPANY	1	2	3	9
PROGRESS ENERGY FLORIDA, INC.	16	25	41	173
TAMPA ELECTRIC COMPANY	8	8	16	33
TOTALS**	33	60	93	335

**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 - March 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	2	2	4	19
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	1	1	3
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	6
PEOPLES GAS SYSTEM	5	14	19	34
ST. JOE NATURAL GAS COMPANY, INC.	0	1	1	2
TOTALS**	7	18	25	64

**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 - March 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	14	67	81	253
CENTURYLINK	4	4	8	26
FAIRPOINT COMMUNICATIONS	0	1	1	1
TDS TELECOM/QUINCY TELEPHONE	0	0	0	1
VERIZON FLORIDA LLC	11	8	19	60
WINDSTREAM FLORIDA, INC.	0	0	0	1
TOTALS**	29	80	109	342

**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 - March 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ABSOLUTE HOME PHONES, INC.	1	0	1	1
ALL AMERICAN TELECOM, INC.	1	0	1	1
AMERICAN DIAL TONE	3	2	5	12
ANGLES COMMUNICATION SOLUTIONS	0	0	0	1
BIRCH COMMUNICATIONS, INC.	0	0	0	6
BIRCH TELECOM OF THE SOUTH, INC.	1	3	4	9
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	0	0	3
BUDGET PHONE	1	0	1	2
CBEYOND COMMUNICATIONS, LLC	0	0	0	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	2	0	2	3
DELTACOM, INC.	0	1	1	5
DSL	0	0	0	1
EASY TELEPHONE SERVICES COMPANY	0	0	0	1
EXPRESS PHONE SERVICE	0	0	0	1
FIRST COMMUNICATIONS, LLC	0	1	1	1
FLATEL, INC.	0	0	0	1
FLORIDA TELEPHONE SERVICES, LLC	0	0	0	1
HIGH TECH COMMUNICATIONS	0	0	0	1
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1
KNOLOGY OF FLORIDA, INC.	0	0	0	1
LEVEL 3 COMMUNICATIONS, LLC	0	0	0	3
LIFECONNEX TELECOM, LLC	1	1	2	5
MCIMETRO ACCESS TRANSMISSION SERVICES LLC D/B/A VERIZON AC	0	0	0	2
PAETEC COMMUNICATIONS, INC.	0	0	0	3
POWERNET GLOBAL COMMUNICATIONS, INC.	0	1	1	1
QWEST COMMUNICATIONS COMPANY, LLC	0	0	0	1
SH SERVICES LLC	0	0	0	1
STS TELECOM, LLC	0	0	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	1
WINDSTREAM NUVOX INC.	0	2	2	7
XO COMMUNICATIONS SERVICES, INC.	0	0	0	3
TOTALS**	10	11	21	82

**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 - March 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AFFINITY 4	0	0	0	1
AMERICA NET, LLC	0	2	2	2
AMERICATEL CORPORATION	0	2	2	2
AT&T	0	4	4	16
AT&T LONG DISTANCE SERVICE	1	5	6	27
CENTURYLINK COMMUNICATIONS	0	0	0	1
CENTURYLINK LONG DISTANCE	0	0	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	1	1	2
COMTECH 21, LLC	0	0	0	1
CONSUMER ACCESS	0	1	1	1
CORRECTIONAL BILLING SERVICES	0	0	0	4
CRISTEL TELECOM, L.L.C.	0	0	0	1
CUSTOM TELECONNECT, INC.	0	1	1	6
ENHANCED SERVICES BILLING, INC.	0	0	0	3
EXCEL TELECOMMUNICATIONS	0	1	1	2
FIRST COMMUNICATIONS, LLC	0	1	1	4
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	0	1	1
GLOBAL TEL*LINK CORPORATION	3	3	6	14
GT TELECOMM	0	0	0	1
IDT AMERICA, CORP.	0	0	0	2
ILD TELESERVICES	0	6	6	14
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	2
ITI INMATE TELEPHONE, INC.	0	0	0	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	0	0	1
NUVOX	0	0	0	3
ONELINK COMMUNICATIONS, INC.	0	0	0	1
OPERATOR ASSISTANCE NETWORK	0	3	3	6
OPTIC INTERNET PROTOCOL, INC.	16	3	19	45
PRIMO COMMUNICATIONS INC	1	0	1	1
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	2
QUASAR COMMUNICATIONS OF TEXAS CORPORATION	0	0	0	2
QWEST COMMUNICATIONS COMPANY, LLC	0	0	0	2
SILV COMMUNICATION INC.	2	0	2	2
SPOT TALK	0	0	0	1
SPRINT	0	1	1	5

Long Distance Telephone Companies

Complaint Activity - March 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
TELEFONICALATINA	0	0	0	1
TELENATIONAL COMMUNICATIONS, INC.	0	0	0	1
UNITED TELECOM INC.	1	0	1	6
VERIZON BUSINESS SERVICES	0	1	1	5
VERIZON LONG DISTANCE LLC	2	2	4	6
WILTEL COMMUNICATION, LLC	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	0	0	0	2
ZERO PLUS DIALING	2	0	2	2
TOTALS**	29	37	66	204

**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.*

Pay Telephone Companies

Complaint Activity - March 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
GLOBAL TEL*LINK CORPORATION	1	1	2	3
STERLING PAYPHONES, LLC	0	0	0	1
TOTALS**	1	1	2	4

**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 - March 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	0	1	1	3
AQUA UTILITIES FLORIDA, INC.	1	2	3	9
AQUA UTILITIES FLORIDA, INC.	3	0	3	4
AQUA UTILITIES FLORIDA, INC.	1	1	2	3
AQUA UTILITIES FLORIDA, INC.	3	2	5	10
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	1	0	1	1
AQUA UTILITIES FLORIDA, INC.	1	0	1	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	4
AQUA UTILITIES FLORIDA, INC.	0	0	0	3
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
BIMINI BAY UTILITIES CORPORATION	0	3	3	4
COMMERCIAL UTILITIES, DIVISION OF GRACE AND COMPANY, INC.	0	0	0	1
COUNTY-WIDE UTILITY CO., INC.	1	0	1	1
CRESTRIDGE UTILITY CORPORATION	0	1	1	1
CYPRESS LAKES UTILITIES, INC.	1	0	1	1
FOUR POINTS UTILITY CORPORATION	0	1	1	6
GOLD COAST UTILITY CORP.	1	0	1	2
HEATHER HILLS ESTATES	1	0	1	2
HOLMES UTILITIES, INC.	0	0	0	1
LABRADOR UTILITIES, INC.	1	0	1	1
LIGHTHOUSE UTILITIES COMPANY, INC.	0	0	0	1
LINDRICK SERVICE CORPORATION	0	1	1	5
NI FLORIDA, LLC	0	0	0	1
O&S WATER COMPANY, INC.	0	0	0	2
ORCHID SPRINGS DEVELOPMENT CORPORATION	0	1	1	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	4
PINECREST RANCHES, INC.	0	1	1	1
PLURIS WEDGEFIELD, INC.	0	2	2	10
RAINBOW SPRINGS UTILITIES, L.C.	0	0	0	1
ROYAL UTILITY COMPANY	1	0	1	1
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	1

Water & Wastewater Companies

Complaint Activity - March 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
WEST LAKELAND WASTEWATER, INC.	0	0	0	1
TOTALS**	16	17	33	93

**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 - March 2010

	Month	Year-To-Date
AT&T FLORIDA	5	10
AT&T LONG DISTANCE SERVICE	0	1
ENHANCED SERVICES BILLING, INC.	0	2
ILD TELESERVICES	0	4
OPERATOR ASSISTANCE NETWORK	3	3
VERIZON FLORIDA LLC	0	1
ZERO PLUS DIALING	0	1
TOTALS*	8	22

**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 - March 2010

	Month	Year-To-Date
AMERICAN DIAL TONE	1	1
AT&T FLORIDA	1	3
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	1
BUDGET PHONE	1	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	2	3
LEVEL 3 COMMUNICATIONS, LLC	0	2
OPTIC INTERNET PROTOCOL, INC.	16	41
PRIMO COMMUNICATIONS INC	1	1
QUASAR COMMUNICATIONS OF TEXAS CORPORATION	0	1
SILV COMMUNICATION INC.	2	2
UNITED TELECOM INC.	1	5
TOTALS*	25	61

**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 - March 2010

	Month	Year-To-Date
AT&T	0	1
AT&T LONG DISTANCE SERVICE	1	4
CLEAR WORLD COMMUNICATIONS CORPORATION	0	1
CUSTOM TELECONNECT, INC.	0	1
ENHANCED SERVICES BILLING, INC.	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	1
GLOBAL TEL*LINK CORPORATION	0	2
ILD TELESERVICES	0	4
ONELINK COMMUNICATIONS, INC.	0	1
PRIMUS TELECOMMUNICATIONS, INC.	0	1
QWEST COMMUNICATIONS COMPANY, LLC	0	2
SPRINT	0	2
TELENATIONAL COMMUNICATIONS, INC.	0	1
VERIZON BUSINESS SERVICES	0	1
VERIZON LONG DISTANCE LLC	1	1
ZERO PLUS DIALING	2	2
TOTALS*	5	26

**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.