



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT April 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 April 2010

Complaints Received & Entered into CATS		1,297
Electric	74	
Gas	18	
Competitive Local Exchange Telephone	17	
Local Exchange Telephone	85	
Long Distance Telephone	74	
Pay Telephone	0	
Shared Tenant	0	
Water & Wastewater	27	
Non-certificated Company Complaints Logged		2
Electric	0	
Gas	0	
Telecommunications	2	
Water/Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		884
Electric	707	
Gas	0	
Telecommunications	177	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		40
Electric	34	
Gas	0	
Telecommunications	6	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		76
Electric	73	
Gas	0	
Telecommunications	3	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		4,498
Total New Cases Received & Entered into CATS		5,795

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,028	4,191	5,219
Mail	35	49	84
Internet	223	243	466
Fax	11	15	26
Totals	1,297	4,498	5,795

Cases by Industry

April 2010

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	74	6 %	499	11 %
Natural Gas	18	1 %	67	1 %
Telecommunications	176	13 %	2407	54 %
Competitive Local Exchange Telephone	17	1 %		
Local Exchange Telephone	85	7 %		
Long Distance Telephone	74	6 %		
Pay Telephone	0	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	27	2 %	163	4 %
Non-certificated Company Cases logged**	2	0 %	1362	30 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	884	68 %		
E-Transfers	40	3 %		
Cases Received & Closed by 3 Day Rule	76	6 %		
Total	1,297	100 %	4,498	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

April 2010



Note: County name not available for 63 cases.
e.g., complaints received by e-mail, telephone
transfer-connects, non-Florida addresss, etc.

Electric Companies

Complaint Activity - April 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	6	12	18	105
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	33
GULF POWER COMPANY	1	0	1	9
PROGRESS ENERGY FLORIDA, INC.	17	25	42	214
TAMPA ELECTRIC COMPANY	5	7	12	44
TOTALS**	30	44	74	405

**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 - April 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	1	8	9	28
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	0	0	3
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	7
PEOPLES GAS SYSTEM	5	3	8	42
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	2
TOTALS**	6	12	18	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.*

Local Telephone Companies

Complaint Activity - April 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	12	48	60	313
CENTURYLINK	1	5	6	32
FAIRPOINT COMMUNICATIONS	0	1	1	2
TDS TELECOM/QUINCY TELEPHONE	0	1	1	2
VERIZON FLORIDA LLC	3	13	16	76
WINDSTREAM FLORIDA, INC.	1	0	1	2
TOTALS**	17	68	85	427

**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 - April 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ABSOLUTE HOME PHONES, INC.	0	0	0	1
ALL AMERICAN TELECOM, INC.	0	0	0	1
AMERICAN DIAL TONE, INC.	2	2	4	16
ANGLES COMMUNICATION SOLUTIONS	0	0	0	1
BIRCH COMMUNICATIONS, INC.	0	0	0	6
BIRCH TELECOM OF THE SOUTH, INC.	0	1	1	10
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	0	0	3
BUDGET PHONE	1	0	1	3
CBYOND COMMUNICATIONS, LLC	0	0	0	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	1	1	2	5
DELTACOM, INC.	0	1	1	6
DSL	0	0	0	1
EASY TELEPHONE SERVICES COMPANY	0	0	0	1
ENHANCED COMMUNICATIONS NETWORK, INC.	1	0	1	1
EVERYCALL COMMUNICATIONS, INC.	2	0	2	2
EXPRESS PHONE SERVICE	0	1	1	2
FIRST COMMUNICATIONS, LLC	0	0	0	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	0	0	0	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	0	0	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
TELEDIAS COMMUNICATIONS, INC.	1	0	1	1
THINK 12 CORPORATION D/B/A HELLO DEPOT	0	1	1	1
WINDSTREAM NUVOX INC.	1	0	1	8
XO COMMUNICATIONS SERVICES, INC.	0	1	1	4
TOTALS**	9	8	17	99

**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 - April 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AFFINITY 4	0	0	0	1
AMERICA NET, LLC	0	0	0	2
AMERICATEL CORPORATION	0	1	1	3
AT&T	2	8	10	26
AT&T LONG DISTANCE SERVICE	2	11	13	40
BLUERIDGE TELECOM SYSTEMS	1	0	1	1
CENTURYLINK COMMUNICATIONS	0	1	1	2
CENTURYLINK LONG DISTANCE	0	0	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	1	1	4
COMTECH 21, LLC	0	0	0	1
CONSUMER ACCESS	0	0	0	1
CORRECTIONAL BILLING SERVICES	1	0	1	5
CRISTEL TELECOM, L.L.C.	0	0	0	1
CUSTOM TELECONNECT, INC.	0	1	1	7
ENHANCED SERVICES BILLING, INC.	0	2	2	5
EXCEL TELECOMMUNICATIONS	0	0	0	2
FIRST COMMUNICATIONS, LLC	0	0	0	4
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	1
GLOBAL TEL*LINK CORPORATION	0	4	4	19
GRANITE TELECOMMUNICATIONS, LLC	0	1	1	1
GT TELECOMM	0	0	0	1
ICSOLUTIONS	2	0	2	2
IDT AMERICA, CORP.	0	0	0	2
ILD TELESERVICES	0	6	6	20
INFINITY NETWORKS, INC.	1	0	1	1
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	2	2	8
OPTIC INTERNET PROTOCOL, INC.	11	1	12	57
PRIMO COMMUNICATIONS INC	0	0	0	1
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	2
QUASAR COMMUNICATIONS OF TEXAS CORPORATION	1	0	1	3

Long Distance Telephone Companies

Complaint Activity - April 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
QWEST COMMUNICATIONS COMPANY, LLC	0	0	0	2
SILV COMMUNICATION INC.	1	0	1	3
SPOT TALK	0	0	0	1
SPRINT	1	0	1	6
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	1	1	1
TELEFONICALATINA	0	0	0	1
TELENATIONAL COMMUNICATIONS, INC.	0	0	0	1
UNITED TELECOM INC.	2	1	3	9
USA DIGITAL COMMUNICATIONS, INC.	0	1	1	1
VERIZON BUSINESS SERVICES	0	3	3	8
VERIZON LONG DISTANCE LLC	0	1	1	7
WILTEL COMMUNICATION, LLC	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	0	0	0	2
ZERO PLUS DIALING	1	2	3	4
TOTALS**	26	48	74	279

**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 - April 2010

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

Water & Wastewater Companies

Complaint Activity - April 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	0	0	0	3
AQUA UTILITIES FLORIDA, INC.	0	1	1	2
AQUA UTILITIES FLORIDA, INC.	1	0	1	10
AQUA UTILITIES FLORIDA, INC.	2	0	2	6
AQUA UTILITIES FLORIDA, INC.	2	3	5	15
AQUA UTILITIES FLORIDA, INC.	0	2	2	5
AQUA UTILITIES FLORIDA, INC.	0	1	1	3
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	4
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	3
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
BIMINI BAY UTILITIES CORPORATION	0	0	0	4
COMMERCIAL UTILITIES, DIVISION OF GRACE AND COMPANY, INC.	0	0	0	1
COUNTY-WIDE UTILITY CO., INC.	0	0	0	1
CRESTRIDGE UTILITY CORPORATION	0	0	0	1
CYPRESS LAKES UTILITIES, INC.	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	1	1	2	2
FOUR POINTS UTILITY CORPORATION	0	1	1	7
GOLD COAST UTILITY CORP.	0	0	0	2
GRENELEFE RESORT UTILITY, INC.	0	1	1	1
HEATHER HILLS ESTATES	0	1	1	3
HOLMES UTILITIES, INC.	0	0	0	1
LABRADOR UTILITIES, INC.	0	0	0	1
LIGHTHOUSE UTILITIES COMPANY, INC.	0	0	0	1
LINDRICK SERVICE CORPORATION	0	0	0	5
MOBILE MANOR WATER COMPANY, INC.	0	1	1	1
NI FLORIDA, LLC	1	0	1	2
O&S WATER COMPANY, INC.	0	0	0	2
ORCHID SPRINGS DEVELOPMENT CORPORATION	0	0	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	4
PINECREST RANCHES, INC.	0	0	0	1
PLURIS WEDGEFIELD, INC.	0	0	0	10

Water & Wastewater Companies

Complaint Activity - April 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
RAINBOW SPRINGS UTILITIES, L.C.	0	0	0	1
ROYAL UTILITY COMPANY	0	0	0	1
SUNRISE UTILITIES, LLC	3	1	4	4
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	1
TLP WATER, INC.	0	1	1	1
UTILITIES, INC. OF FLORIDA	1	0	1	2
UTILITIES, INC. OF FLORIDA	1	0	1	1
WEST LAKELAND WASTEWATER, INC.	0	0	0	1
TOTALS**	12	15	27	120

**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 - April 2010

	Month	Year-To-Date
AMERICATEL CORPORATION	1	1
AT&T FLORIDA	1	10
AT&T LONG DISTANCE SERVICE	0	1
CONSUMER ACCESS	1	1
ENHANCED SERVICES BILLING, INC.	0	2
ILD TELESERVICES	5	9
OPERATOR ASSISTANCE NETWORK	3	6
VERIZON FLORIDA LLC	0	1
ZERO PLUS DIALING	0	1
TOTALS*	11	32

**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 - April 2010

	Month	Year-To-Date
AMERICAN DIAL TONE, INC.	0	1
AT&T FLORIDA	0	3
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	1
BUDGET PHONE	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	3
ENHANCED COMMUNICATIONS NETWORK, INC.	1	1
LEVEL 3 COMMUNICATIONS, LLC	0	2
OPTIC INTERNET PROTOCOL, INC.	11	53
PRIMO COMMUNICATIONS INC	0	1
QUASAR COMMUNICATIONS OF TEXAS CORPORATION	1	2
SILV COMMUNICATION INC.	1	3
UNITED TELECOM INC.	2	7
TOTALS*	16	78

**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 - April 2010

	Month	Year-To-Date
AT&T	1	2
AT&T LONG DISTANCE SERVICE	2	6
BLUERIDGE TELECOM SYSTEMS	1	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	2
CUSTOM TELECONNECT, INC.	0	1
ENHANCED SERVICES BILLING, INC.	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	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	1	3
TELENATIONAL COMMUNICATIONS, INC.	0	1
VERIZON BUSINESS SERVICES	0	1
VERIZON LONG DISTANCE LLC	0	1
ZERO PLUS DIALING	0	1
TOTALS*	5	31

**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.