



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT August 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 August 2010

Complaints Received & Entered into CATS		1,583
Electric	129	
Gas	10	
Competitive Local Exchange Telephone	38	
Local Exchange Telephone	157	
Long Distance Telephone	41	
Pay Telephone	1	
Shared Tenant	0	
Water & Wastewater	26	
Non-certificated Company Complaints Logged		1
Electric	0	
Gas	0	
Telecommunications	1	
Water/Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		986
Electric	952	
Gas	9	
Telecommunications	25	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		85
Electric	66	
Gas	2	
Telecommunications	17	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		109
Electric	100	
Gas	0	
Telecommunications	9	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		4,584
Total New Cases Received & Entered into CATS		6,167

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,245	4,237	5,482
Mail	46	43	89
Internet	271	295	566
Fax	21	9	30
Totals	1,583	4,584	6,167

Cases by Industry

August 2010

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	129	8 %	536	12 %
Natural Gas	10	1 %	34	1 %
Telecommunications	237	14 %	2827	62 %
Competitive Local Exchange Telephone	38	2 %		
Local Exchange Telephone	157	10 %		
Long Distance Telephone	41	3 %		
Pay Telephone	1	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	26	2 %	126	3 %
Non-certificated Company Cases logged**	1	0 %	1061	23 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	986	62 %		
E-Transfers	85	5 %		
Cases Received & Closed by 3 Day Rule	109	7 %		
Total	1,583	100 %	4,584	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

August 2010



Note: County name not available for 49 cases.
 e.g., complaints received by e-mail, telephone
 transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - August 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	16	27	43	239
FLORIDA PUBLIC UTILITIES COMPANY	4	2	6	44
GULF POWER COMPANY	0	3	3	16
PROGRESS ENERGY FLORIDA, INC.	29	29	58	383
TAMPA ELECTRIC COMPANY	7	12	19	96
TOTALS**	56	73	129	778

**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 - August 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	4	0	4	40
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	0	0	6
FLORIDA PUBLIC UTILITIES COMPANY	1	2	3	15
PEOPLES GAS SYSTEM	3	0	3	67
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	2
TOTALS**	8	2	10	130

**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 - August 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	45	70	115	715
CENTURYLINK	2	11	13	75
FAIRPOINT COMMUNICATIONS	1	0	1	4
TDS TELECOM/QUINCY TELEPHONE	0	0	0	2
VERIZON FLORIDA LLC	8	19	27	164
WINDSTREAM FLORIDA, INC.	1	0	1	5
TOTALS**	57	100	157	965

**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 - August 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ABSOLUTE HOME PHONES, INC.	0	0	0	2
ACCESS ONE, INC.	0	0	0	1
ALL AMERICAN TELECOM, INC.	0	0	0	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	0	0	0	1
AMERICAN DIAL TONE, INC.	1	3	4	29
ANGLES COMMUNICATION SOLUTIONS	0	1	1	2
BIRCH COMMUNICATIONS, INC.	0	1	1	11
BIRCH TELECOM OF THE SOUTH, INC.	3	1	4	17
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	0	1	10
BROADVOX-CLEC, LLC	0	0	0	1
BUDGET PHONE	2	1	3	7
CBEYOND COMMUNICATIONS, LLC	0	0	0	3
COMCAST LONG DISTANCE	1	0	1	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	3	0	3	15
DELTACOM, INC.	1	0	1	8
DPI-TELECONNECT, L.L.C.	0	1	1	2
DSLII	0	0	0	2
EASY TELEPHONE SERVICES COMPANY	2	0	2	3
ENHANCED COMMUNICATIONS NETWORK, INC.	0	0	0	1
EVERYCALL COMMUNICATIONS, INC.	0	1	1	4
EXCEL TELECOMMUNICATIONS	0	1	1	1
EXPRESS PHONE SERVICE	1	0	1	5
FIRST COMMUNICATIONS, LLC	0	0	0	1
FLATEL, INC.	0	0	0	2
FLORIDA TELEPHONE SERVICES, LLC	2	0	2	3
FRONTIER COMMUNICATIONS OF AMERICA, INC.	1	0	1	1
GRANITE TELECOMMUNICATIONS, LLC	0	0	0	1
HIGH TECH COMMUNICATIONS	0	0	0	3
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	1
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1
KNOLOGY OF FLORIDA, INC.	0	0	0	2
LEVEL 3 COMMUNICATIONS, LLC	0	0	0	6
LIFECONNEX TELECOM, LLC	1	1	2	9
PAETEC BUSINESS SERVICES	0	0	0	1
PAETEC COMMUNICATIONS, INC.	0	0	0	5

Competitive Local Exchange Telephone Companies

Complaint Activity - August 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
POWERNET GLOBAL COMMUNICATIONS, INC.	0	0	0	1
QWEST COMMUNICATIONS COMPANY, LLC	0	0	0	1
SH SERVICES LLC	0	0	0	1
SKYNET360, LLC	0	0	0	1
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	0	1	1	1
STS TELECOM	0	0	0	1
STS TELECOM, LLC	0	0	0	4
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	1
TELEDIAS COMMUNICATIONS, INC.	1	0	1	2
THINK 12 CORPORATION D/B/A HELLO DEPOT	0	0	0	4
VERIZON ACCESS TRANSMISSION SERVICES	0	1	1	5
WINDSTREAM NUVOX INC.	2	1	3	23
XO COMMUNICATIONS SERVICES, INC.	0	2	2	8
TOTALS**	22	16	38	216

**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 - August 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AFFINITY 4	0	0	0	1
AMERICA NET, LLC	3	0	3	6
AMERICATEL CORPORATION	0	1	1	5
AT&T	1	2	3	43
AT&T LONG DISTANCE SERVICE	1	3	4	72
BANDWIDTH.COM CLEC, LLC	0	0	0	1
BIRCH COMMUNICATIONS, INC.	0	0	0	1
BLUERIDGE TELECOM SYSTEMS	0	0	0	1
CENTURYLINK COMMUNICATIONS	0	1	1	3
CENTURYLINK LONG DISTANCE	0	2	2	3
CLEAR WORLD COMMUNICATIONS CORPORATION	0	0	0	4
COMTECH 21, LLC	0	0	0	1
CONSUMER ACCESS	0	0	0	1
CORRECTIONAL BILLING SERVICES	0	0	0	7
CRISTEL TELECOM, L.L.C.	0	0	0	1
CUSTOM TELECONNECT, INC.	0	4	4	12
DELTACOM, INC.	0	0	0	2
ECG	0	0	0	1
ENHANCED SERVICES BILLING, INC.	0	1	1	6
EXCEL TELECOMMUNICATIONS	2	0	2	4
FIRST COMMUNICATIONS, LLC	0	0	0	6
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	2
GLOBAL TEL*LINK CORPORATION	0	1	1	21
GRANITE TELECOMMUNICATIONS, LLC	0	0	0	1
GT TELECOMM	0	0	0	1
ICSOLUTIONS	0	0	0	2
IDC TELECOMMUNICATIONS	1	0	1	1
IDT AMERICA, CORP.	0	0	0	2
ILD TELESERVICES	0	5	5	29
INFINITY NETWORKS, INC.	0	0	0	2
INTELLICALL OPERATOR SERVICES, INC.	0	2	2	5
ITI INMATE TELEPHONE, INC.	0	0	0	1
LDC TELECOMMUNICATIONS, INC.	0	0	0	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	1	1	6
LIFECONNEX TELECOM, LLC	1	0	1	1

Long Distance Telephone Companies

Complaint Activity - August 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
NET ONE INTERNATIONAL, INC.	0	0	0	1
NETWORK SERVICE BILLING, INC.	1	0	1	1
NUVOX	0	0	0	4
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	0	0	9
ONELINK COMMUNICATIONS, INC.	0	0	0	1
OPTIC INTERNET PROTOCOL, INC.	4	0	4	73
PRIMO COMMUNICATIONS INC	0	0	0	1
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	3
PUBLIC COMMUNICATIONS SERVICES, INC.	0	0	0	1
QUASAR COMMUNICATIONS OF TEXAS CORPORATION	0	0	0	5
QWEST COMMUNICATIONS COMPANY, LLC	0	0	0	3
SILV COMMUNICATION INC.	0	0	0	6
SPOT TALK	0	0	0	1
SPRINT	0	1	1	7
STI PREPAID, LLC	0	0	0	3
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	0	0	2
TELEDIAS COMMUNICATIONS, INC.	1	0	1	1
TELEFONICALATINA	0	0	0	1
TELENATIONAL COMMUNICATIONS, INC.	0	0	0	1
UNION TELECOM	0	0	0	1
UNITED TELECOM INC.	0	0	0	11
USA DIGITAL COMMUNICATIONS, INC.	0	0	0	1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	0	0	1
VERIZON BUSINESS SERVICES	1	0	1	12
VERIZON LONG DISTANCE LLC	0	0	0	9
VERIZON SELECT SERVICES INC.	0	0	0	1
WILTEL COMMUNICATION, LLC	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	0	0	0	3
ZEN PREPAID, LLC	1	0	1	1
ZERO PLUS DIALING	0	0	0	5
TOTALS**	17	24	41	426

**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 - August 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
COMMERCIAL PAY PHONES, INC.	1	0	1	1
EMBARQ PAYPHONE SERVICES, INC.	0	0	0	1
GLOBAL TEL*LINK CORPORATION	0	0	0	3
GORAN DRAGOSLAVIC D/B/A FIRST AMERICAN TELECOMMUNICATIONS	0	0	0	1
PACIFIC TELEMAGEMENT SERVICES	0	0	0	2
PAY TEL COMMUNICATIONS, INC. OF THE SOUTHEAST	0	0	0	1
STERLING PAYPHONES, LLC	0	0	0	1
WATERVILLE COMMUNICATIONS, INC.	0	0	0	1
TOTALS**	1	0	1	11

**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 - August 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	0	0	0	3
AQUA UTILITIES FLORIDA, INC.	0	2	2	5
AQUA UTILITIES FLORIDA, INC.	0	2	2	16
AQUA UTILITIES FLORIDA, INC.	0	1	1	3
AQUA UTILITIES FLORIDA, INC.	0	1	1	7
AQUA UTILITIES FLORIDA, INC.	0	3	3	14
AQUA UTILITIES FLORIDA, INC.	0	2	2	24
AQUA UTILITIES FLORIDA, INC.	0	1	1	5
AQUA UTILITIES FLORIDA, INC.	0	2	2	6
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	4
AQUA UTILITIES FLORIDA, INC.	0	0	0	6
AQUA UTILITIES FLORIDA, INC.	0	0	0	3
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
BIMINI BAY UTILITIES CORPORATION	0	1	1	7
BLACK BEAR RESERVE WATER COMPANY, INC.	0	0	0	1
COLONY PARK UTILITIES, INC.	0	1	1	1
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.	0	1	1	3
FOUR POINTS UTILITY CORPORATION	0	1	1	10
GOLD COAST UTILITY CORP.	0	0	0	3
GRENELEFE RESORT UTILITY, INC.	0	0	0	1
HEATHER HILLS ESTATES	0	0	0	3
HOLMES UTILITIES, INC.	0	0	0	1
LABRADOR UTILITIES, INC.	0	0	0	2
LAKE UTILITY SERVICES, INC.	0	1	1	2
LAKE UTILITY SERVICES, INC.	0	0	0	4
LIGHTHOUSE UTILITIES COMPANY, INC.	0	0	0	2
LINDRICK SERVICE CORPORATION	0	0	0	5
MARION UTILITIES, INC.	0	0	0	1

Water & Wastewater Companies

Complaint Activity - August 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
MOBILE MANOR WATER COMPANY, INC.	0	0	0	1
NEIGHBORHOOD UTILITIES, INC.	0	1	1	2
NI FLORIDA, LLC	0	2	2	7
O&S WATER COMPANY, INC.	0	0	0	4
ORCHID SPRINGS DEVELOPMENT CORPORATION	0	0	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	6
PINECREST RANCHES, INC.	0	0	0	1
PLURIS WEDGEFIELD, INC.	0	0	0	17
RAINBOW SPRINGS UTILITIES, L.C.	0	0	0	1
RESIDENTIAL WATER SYSTEMS, INC.	0	0	0	1
ROYAL UTILITY COMPANY	0	0	0	2
SUNRISE UTILITIES, LLC	0	0	0	4
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	1
TLP WATER, INC.	0	0	0	2
UTILITIES, INC. OF FLORIDA	0	1	1	5
UTILITIES, INC. OF FLORIDA	0	2	2	4
UTILITIES, INC. OF PENNBROOKE	0	0	0	1
WATER OAK UTILITY	0	0	0	1
WEST LAKELAND WASTEWATER, INC.	0	0	0	1
TOTALS**	0	26	26	214

**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 - August 2010

	Month	Year-To-Date
AMERICATEL CORPORATION	0	1
AT&T FLORIDA	1	20
AT&T LONG DISTANCE SERVICE	0	1
CENTURYLINK	2	6
CONSUMER ACCESS	0	1
ENHANCED SERVICES BILLING, INC.	2	5
ILD TELESERVICES	1	17
INTELLICALL OPERATOR SERVICES, INC.	0	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	1
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	7
VERIZON FLORIDA LLC	0	2
ZERO PLUS DIALING	0	1
TOTALS*	6	63

**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 - August 2010

	Month	Year-To-Date
AMERICA NET, LLC	3	4
AMERICAN DIAL TONE, INC.	0	2
AT&T FLORIDA	1	9
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	2
BUDGET PHONE	1	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	1	5
ENHANCED COMMUNICATIONS NETWORK, INC.	0	1
EXCEL TELECOMMUNICATIONS	2	2
LEVEL 3 COMMUNICATIONS, LLC	0	2
NETWORK SERVICE BILLING, INC.	1	1
OPTIC INTERNET PROTOCOL, INC.	4	68
PRIMO COMMUNICATIONS INC	0	1
QUASAR COMMUNICATIONS OF TEXAS CORPORATION	0	3
SILV COMMUNICATION INC.	0	6
TELEDIAS COMMUNICATIONS, INC.	1	1
THINK 12 CORPORATION D/B/A HELLO DEPOT	0	1
UNITED TELECOM INC.	0	9
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	1
TOTALS*	14	120

**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 - August 2010

	Month	Year-To-Date
AT&T	1	4
AT&T LONG DISTANCE SERVICE	1	9
BLUERIDGE TELECOM SYSTEMS	0	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
IDC TELECOMMUNICATIONS	1	1
ILD TELESERVICES	0	4
INTELLICALL OPERATOR SERVICES, INC.	0	1
NET ONE INTERNATIONAL, INC.	0	1
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	1
ONELINK COMMUNICATIONS, INC.	0	1
PRIMUS TELECOMMUNICATIONS, INC.	0	1
QWEST COMMUNICATIONS COMPANY, LLC	0	2
SPRINT	0	3
TELEDIAS COMMUNICATIONS, INC.	1	1
TELENATIONAL COMMUNICATIONS, INC.	0	1
VERIZON BUSINESS SERVICES	0	2
VERIZON LONG DISTANCE LLC	0	2
XO COMMUNICATIONS SERVICES, INC.	0	1
ZERO PLUS DIALING	0	2
TOTALS*	4	45

**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.