



# **FLORIDA PUBLIC SERVICE COMMISSION**

## **CONSUMER ACTIVITY REPORT April 2012**

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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 April 2012

<b>Complaints Received &amp; Entered into CATS</b>		<b>553</b>
Electric	41	
Gas	2	
LifeLine	11	
Relay	0	
Pay Telephone	0	
Water & Wastewater	13	
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)		414
Electric	409	
Gas	5	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		23
Electric	23	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		48
Electric	47	
Gas	1	
Telecommunications	0	
Water / Wastewater	0	
<b>Information Requests Received &amp; Entered into CATS</b>		<b>2,887</b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>3,440</b>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	475	2,664	3,139
Mail	13	34	47
Internet	65	185	250
Fax	0	4	4
<b>Totals</b>	<b>553</b>	<b>2,887</b>	<b>3,440</b>

## Cases by Industry

**April 2012**

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	41	7 %	283	10 %
Natural Gas	2	0 %	25	1 %
Telecommunications	11	1 %	1578	55 %
Lifeline	11	2 %		
Relay	0	0 %		
Pay Telephone	0	0 %		
Water & Wastewater	13	2 %	92	3 %
Non-certificated Company Cases logged**	1	0 %	909	31 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	414	75 %		
E-Transfers	23	4 %		
Cases Received & Closed by 3 Day Rule	48	9 %		
<b>Total</b>	<b>553</b>	<b>100 %</b>	<b>2,887</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

## April 2012



Note: County name not available for 7 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addressess, etc.

# Electric Companies

## Complaint Activity - April 2012

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	9	5	14	50
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	1
GULF POWER COMPANY	0	0	0	1
PROGRESS ENERGY FLORIDA, INC.	9	12	21	73
TAMPA ELECTRIC COMPANY	3	3	6	19
<b>TOTALS**</b>	<b>21</b>	<b>20</b>	<b>41</b>	<b>144</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 - April 2012

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	0	0	0	6
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	4
PEOPLES GAS SYSTEM	0	1	1	7
<b>TOTALS**</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>17</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.*

# Lifeline Complaints

## Complaint Activity - April 2012

	Month	Year-To-Date
AT&T FLORIDA	8	52
CENTURYLINK	2	17
VERIZON FLORIDA LLC	1	14
<b>TOTALS*</b>	<b>11</b>	<b>83</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.*



# Relay Service Complaints

## Complaint Activity - April 2012

	Month	Year-To-Date
	0	0
<b>TOTALS*</b>	<b>0</b>	<b>0</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.*

# Pay Telephone Companies

## Complaint Activity - April 2012

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
EMBARQ PAYPHONE SERVICES, INC.	0	0	0	1
<b>TOTALS**</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</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 - April 2012

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AQUA UTILITIES FLORIDA, INC.	0	1	1	5
AQUA UTILITIES FLORIDA, INC.	0	1	1	2
AQUA UTILITIES FLORIDA, INC.	0	1	1	19
AQUA UTILITIES FLORIDA, INC.	0	1	1	2
AQUA UTILITIES FLORIDA, INC.	0	2	2	6
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	6
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
BAYSHORE UTILITIES, INC.	0	0	0	1
BLACK BEAR RESERVE WATER CORPORATION	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	1
FOUR POINTS UTILITY CORPORATION	0	0	0	13
HEATHER HILLS ESTATES UTILITIES, LLC	0	0	0	1
K W RESORT UTILITIES CORP.	0	0	0	1
L. P. UTILITIES CORPORATION	0	0	0	1
LABRADOR UTILITIES, INC.	0	0	0	1
LAKE PLACID UTILITIES, INC.	0	0	0	1
LAKE UTILITY SERVICES, INC.	0	0	0	2
MOBILE MANOR WATER COMPANY, INC.	0	0	0	1
NEIGHBORHOOD UTILITIES, INC.	0	1	1	1
NI FLORIDA, LLC	0	1	1	2
PLURIS WEDGEFIELD, INC.	0	0	0	3
ROYAL UTILITY COMPANY	0	0	0	4
S & L UTILITIES, INC.	0	0	0	3
SANLANDO UTILITIES CORPORATION	0	0	0	1
SOUTHLAKE UTILITIES, INC.	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	1	1	1
UTILITIES, INC. OF FLORIDA	0	1	1	1
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF LONGWOOD	0	0	0	1
UTILITIES, INC. OF PENNBROOKE	0	3	3	3
WEST LAKELAND WASTEWATER, INC.	0	0	0	1
WILDWOOD WATER COMPANY	0	0	0	1
<b>TOTALS**</b>	<b>0</b>	<b>13</b>	<b>13</b>	<b>92</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.*

# DEFINITIONS

**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.

**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.

**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.