



CONSUMER ACTIVITY REPORT

April 2023

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Consumer Access to the FLORIDA PUBLIC SERVICE COMMISSION

If you have questions about regulated utility services, you may:

- * CALL the office of Consumer Assistance & Outreach 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
Office of Consumer Assistance & Outreach
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview

April 2023

Complaints Received & Entered into CATS		569
Electric	37	
Gas	4	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	14	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		338
Electric	334	
Gas	4	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		46
Electric	46	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		130
Electric	128	
Gas	2	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		955
Total New Cases Received & Entered into CATS		1524

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	390	702	1092
Mail	2	13	15
Internet	177	240	417
Fax	0	0	0
Total	569	955	1524

Cases by Industry

April 2023

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	37	7%	295	31%
Natural Gas	4	1%	8	1%
Telecommunications	0	0%	104	11%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	14	2%	43	5%
Non-certificated Company Cases logged**	0	0%	505	53%
Telephone Transfer-Connects (Calls Transferred to Utilities)	338	59%		
E-Transfers	46	8%		
Cases Received & Closed by 3 Day Rule	130	23%		
Total	569	100%	955	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 PSC.

Complaints Received by County

April 2023

County	Cases	County	Cases	County	Cases	County	Cases
N/A	57	Escambia	34	Lafayette	0	Pasco	4
Alachua	0	Flagler	14	Lake	4	Pinellas	14
Baker	0	Franklin	1	Lee	10	Polk	17
Bay	11	Gadsden	0	Leon	0	Putnam	3
Bradford	1	Gilchrist	0	Levy	1	Saint Johns	4
Brevard	31	Glades	0	Liberty	0	Saint Lucie	20
Broward	57	Gulf	1	Madison	0	Santa Rosa	8
Calhoun	1	Hamilton	0	Manatee	10	Sarasota	15
Charlotte	18	Hardee	0	Marion	1	Seminole	12
Citrus	1	Hendry	0	Martin	8	Sumter	0
Clay	0	Hernando	1	Monroe	0	Suwannee	0
Collier	13	Highlands	5	Nassau	1	Taylor	0
Columbia	3	Hillsborough	9	Okaloosa	11	Union	0
Dade	0	Holmes	0	Okeechobee	0	Volusia	23
DeSoto	1	Indian River	6	Orange	10	Wakulla	0
Dixie	0	Jackson	1	Osceola	4	Walton	3
Duval	0	Jefferson	0	Palm Beach	56	Washington	1

Note: The counts listed as "N/A" are the cases their county name not available e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - April 2023

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	7	12	19	127
Florida Power & Light Company	4	7	11	53
Florida Public Utilities Company	0	2	2	14
Tampa Electric Company	4	1	5	29
TOTALS**	15	22	37	223

*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 2023

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	0	0	2
Florida Public Utilities Company	2	2	4	20
Peoples Gas System	0	0	0	1
Peoples Gas System, Inc.	0	0	0	4
TOTALS**	2	2	4	27

*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 2023

Company Name	Month	Y-T-D
TOTALS**	0	0
<p>**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.</p>		

Relay Service Complaints
Complaint Activity - April 2023

Company Name	Month	Y-T-D
TOTALS**	0	0
<p>**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.</p>		

Pay Telephone Complaints

Complaint Activity - April 2023

Company Name	Service*	Billing*	Total	Y-T-D
TOTALS**	0	0	0	0

**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 2023

Company Name	Service*	Billing*	Total	Y-T-D
Charlie Creek Utilities, LLC	0	0	0	1
Cobblestone II RVG LLC d/b/a River Grove Utility	0	0	0	1
CSWR-Florida Utility Operating Company, LLC	1	0	1	1
Grenelefe Utility	0	0	0	1
Lake Yale Utilities, LLC	0	0	0	1
Leighton Estates Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	0	0	1
McLeod Gardens Utilities, LLC	4	0	4	6
Mobile Manor Water Company, Inc.	0	0	0	1
North Florida Community Water Systems, Inc.	0	0	0	3
Orchid Springs Development Corporation	0	0	0	1
Palm Valley Utilities	0	0	0	3
Placid Lakes Utilities, Inc.	0	1	1	2
Pluris Wedgefield, LLC	0	0	0	1
RSPI MHC, LLC	0	0	0	1
S. V. Utilities, Ltd.	0	0	0	1
Sunlake Estates Utilities, L.L.C.	0	0	0	1
Sunny Shores Utilities, LLC	0	0	0	1
Sunrise Water, LLC	0	0	0	1
Sunshine Water Services	2	5	7	11
Water Management Services, Inc.	0	1	1	1
TOTALS**	7	7	14	41

**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 Consumer Contact.

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 Consumer Contact 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 Consumer Contact 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.

Consumer Contact:

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.