



CONSUMER ACTIVITY REPORT

April 2024

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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 2024

Complaints Received & Entered into CATS		821
Electric	42	
Gas	9	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	19	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		556
Electric	544	
Gas	12	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		55
Electric	54	
Gas	1	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		140
Electric	138	
Gas	2	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		1250
Total New Cases Received & Entered into CATS		2071

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	593	784	1377
Mail	3	5	8
Internet	225	461	686
Fax	0	0	0
Total	821	1250	2071

Cases by Industry

April 2024

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	42	5%	228	18%
Natural Gas	9	1%	17	1%
Telecommunications	0	0%	175	14%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	19	2%	332	27%
Non-certificated Company Cases logged**	0	0%	497	40%
Telephone Transfer-Connects (Calls Transferred to Utilities)	556	68%		
E-Transfers	55	7%		
Cases Received & Closed by 3 Day Rule	140	17%		
Total	821	100%	1250	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 2024

County	Cases	County	Cases	County	Cases	County	Cases
N/A	302	Escambia	27	Lafayette	0	Pasco	5
Alachua	4	Flagler	3	Lake	4	Pinellas	19
Baker	0	Franklin	0	Lee	9	Polk	10
Bay	7	Gadsden	0	Leon	0	Putnam	5
Bradford	0	Gilchrist	1	Levy	0	Saint Johns	2
Brevard	33	Glades	0	Liberty	0	Saint Lucie	10
Broward	76	Gulf	0	Madison	0	Santa Rosa	8
Calhoun	0	Hamilton	0	Manatee	18	Sarasota	14
Charlotte	10	Hardee	0	Marion	12	Seminole	12
Citrus	3	Hendry	1	Martin	4	Sumter	1
Clay	0	Hernando	0	Monroe	0	Suwannee	2
Collier	8	Highlands	0	Nassau	2	Taylor	1
Columbia	3	Hillsborough	15	Okaloosa	15	Union	0
Dade	0	Holmes	1	Okeechobee	4	Volusia	16
DeSoto	3	Indian River	10	Orange	13	Wakulla	0
Dixie	0	Jackson	1	Osceola	1	Walton	2
Duval	1	Jefferson	0	Palm Beach	51	Washington	2

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 2024

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	11	7	18	125
Florida Power & Light Company	7	8	15	62
Florida Public Utilities Company	0	1	1	12
Tampa Electric Company	2	6	8	17
TOTALS**	20	22	42	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.

Natural Gas Companies

Complaint Activity - April 2024

Company Name	Service*	Billing*	Total	Y-T-D
Florida Public Utilities Company	1	3	4	12
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Peoples Gas System, Inc.	1	4	5	11
St. Joe Natural Gas Company, Inc.	0	0	0	1
TOTALS**	2	7	9	25

*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 2024

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 2024

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 2024

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 2024

Company Name	Service*	Billing*	Total	Y-T-D
CHC VII, Ltd.	0	0	0	1
CSWR-Florida Utility Operating Company, LLC	8	0	8	19
Florida Community Water Systems, Inc.	1	0	1	15
Gold Coast Utility Corp.	3	1	4	5
Grenelefe Resort Utility, Inc.	0	2	2	2
Heather Hills Utilities, LLC	1	0	1	1
Holiday Gardens Utilities, LLC	0	0	0	1
McLeod Gardens Utilities, LLC	0	0	0	1
MFL Utility Systems, L.L.C.	0	0	0	1
North Florida Community Water Systems, Inc.	1	0	1	1
Peoples Water Service Company of Florida, Inc.	0	1	1	2
Pinecrest Utilities, LLC	0	0	0	1
Pluris Wedgefield, LLC	0	0	0	1
Royal Waterworks, Inc.	1	0	1	1
Sunny Shores Utilities, LLC	0	0	0	1
Sunshine Water Services	0	0	0	7
TOTALS**	15	4	19	60

**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.