



CONSUMER ACTIVITY REPORT

April 2025

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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 2025

Complaints Received & Entered into CATS		686
Electric	32	
Gas	9	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	10	
Non-certificated Company Complaints Logged	0	
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)	465	
Electric	460	
Gas	5	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)	72	
Electric	70	
Gas	2	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule	98	
Electric	94	
Gas	4	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.	1072	
Total New Cases Received & Entered into CATS		1758

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	496	577	1073
Mail	0	10	10
Internet	190	485	675
Fax	0	0	0
Total	686	1072	1758

Cases by Industry

April 2025

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	32	5%	346	32%
Natural Gas	9	1%	23	2%
Telecommunications	0	0%	192	18%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	10	1%	184	17%
Non-certificated Company Cases logged**	0	0%	327	31%
Telephone Transfer-Connects (Calls Transferred to Utilities)	465	68%		
E-Transfers	72	10%		
Cases Received & Closed by 3 Day Rule	98	14%		
Total	686	100%	1072	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 2025

County	Cases	County	Cases	County	Cases	County	Cases
N/A	213	Escambia	30	Lafayette	0	Pasco	7
Alachua	2	Flagler	4	Lake	2	Pinellas	29
Baker	0	Franklin	1	Lee	15	Polk	7
Bay	7	Gadsden	0	Leon	0	Putnam	0
Bradford	0	Gilchrist	0	Levy	0	Saint Johns	7
Brevard	35	Glades	0	Liberty	0	Saint Lucie	11
Broward	50	Gulf	0	Madison	1	Santa Rosa	6
Calhoun	0	Hamilton	1	Manatee	10	Sarasota	16
Charlotte	4	Hardee	0	Marion	7	Seminole	17
Citrus	3	Hendry	3	Martin	8	Sumter	0
Clay	0	Hernando	0	Monroe	0	Suwannee	1
Collier	8	Highlands	3	Nassau	1	Taylor	0
Columbia	1	Hillsborough	14	Okaloosa	3	Union	0
DeSoto	0	Holmes	0	Okeechobee	1	Volusia	28
Dixie	0	Indian River	4	Orange	16	Wakulla	0
Duval	0	Jackson	3	Osceola	4	Walton	0
Miami-Dade	74	Jefferson	0	Palm Beach	27	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 2025

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	4	10	14	59
Florida Power & Light Company	4	7	11	56
Florida Public Utilities Company	0	1	1	15
Tampa Electric Company	4	2	6	42
TOTALS**	12	20	32	172

*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 2025

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	1	0	1	2
Florida Division of Chesapeake Utilities Corporation	0	0	0	1
Florida Public Utilities Company	1	6	7	28
Peoples Gas System, Inc.	0	1	1	7
St. Joe Natural Gas Company, Inc.	0	0	0	3
TOTALS**	2	7	9	41

*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 2025

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 2025

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 2025

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

Water & Wastewater Companies

Complaint Activity - April 2025

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	0	0	1
CSWR-Florida Utility Operating Company, LLC	1	0	1	5
Gold Coast Utility Corp.	0	0	0	1
Grenelefe Resort Utility, Inc.	0	0	0	3
Hash Utilities, LLC	1	0	1	1
HC Waterworks, Inc.	0	0	0	2
Heather Hills Utilities, LLC	0	0	0	1
NC Real Estate Projects, LLC d/b/a Grenelefe Utility	0	0	0	1
Ni Florida, Inc.	0	1	1	5
North Florida Community Water Systems, Inc.	1	0	1	2
Orchid Springs Development Corporation	0	2	2	2
Parkland Utilities, Inc.	1	0	1	1
Peoples Water Service Company of Florida, Inc.	0	0	0	2
S. V. Utilities, Ltd.	0	0	0	2
Southwest Ocala Utility, Inc.	1	0	1	1
Sunrise Water, LLC	0	0	0	1
Sunshine Water Services	0	2	2	27
Suwannee Valley Utilities, LLC	0	0	0	1
TOTALS**	5	5	10	59

**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.