



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT August 2011

Table of Contents

Consumer Activity Overview	1
Cases by Industry	2
Complaints by County	3
Electric Companies - Complaint Activity	4
Gas Companies - Complaint Activity	5
Local/Competitive Local Exchange Telephone Companies - Complaint Activity	6
Long Distance Telephone Companies - Complaint Activity	9
Pay Telephone Companies - Complaint Activity	11
Water and Wastewater Companies - Complaint Activity	12
Cramming - Unauthorized Additional Local Telephone Service Charges	14
Local Slamming - Unauthorized Local Telephone Carrier Change	15
Long Distance Slamming - Unauthorized Long Distance Carrier Change	16
Definitions	17

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 2011

Complaints Received & Entered into CATS		1,109
Electric	70	
Gas	8	
Competitive Local Exchange Telephone	0	
Local Exchange Telephone	9	
Long Distance Telephone	0	
Pay Telephone	0	
Shared Tenant	0	
Water & Wastewater	16	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		846
Electric	836	
Gas	10	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		58
Electric	58	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		102
Electric	102	
Gas	0	
Telecommunications	0	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		4,501
Total New Cases Received & Entered into CATS		5,610

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	952	4,060	5,012
Mail	12	46	58
Internet	141	376	517
Fax	4	19	23
Totals	1,109	4,501	5,610

Cases by Industry

August 2011

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	70	6 %	576	13 %
Natural Gas	8	1 %	33	1 %
Telecommunications	9	0 %	2646	59 %
Competitive Local Exchange Telephone	0	0 %		
Local Exchange Telephone	9	1 %		
Long Distance Telephone	0	0 %		
Pay Telephone	0	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	16	1 %	141	3 %
Non-certificated Company Cases logged**	0	0 %	1105	25 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	846	76 %		
E-Transfers	58	5 %		
Cases Received & Closed by 3 Day Rule	102	9 %		
Total	1,109	100 %	4,501	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 2011



Note: County name not available for 10 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida address, etc.

Electric Companies

Complaint Activity - August 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	10	21	31	184
FLORIDA PUBLIC UTILITIES COMPANY	1	1	2	11
GULF POWER COMPANY	0	0	0	7
PROGRESS ENERGY FLORIDA, INC.	13	16	29	236
TAMPA ELECTRIC COMPANY	2	6	8	79
TOTALS**	26	44	70	517

**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 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	0	1	1	14
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	0	0	3
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	14
PEOPLES GAS SYSTEM	5	2	7	29
TOTALS**	5	3	8	60

**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 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	5	2	7	517
CENTURYLINK	0	1	1	90
FAIRPOINT COMMUNICATIONS	0	0	0	2
FRONTIER COMMUNICATIONS OF THE SOUTH, LLC	0	0	0	1
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1
VERIZON FLORIDA LLC	0	1	1	176
WINDSTREAM FLORIDA, INC.	0	0	0	5
TOTALS**	5	4	9	792

**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 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACN COMMUNICATION SERVICES, INC.	0	0	0	1
AMERICAN DIAL TONE, INC.	0	0	0	26
ASTRO TEL, INC.	0	0	0	1
BELLERUD COMMUNICATIONS, LLC	0	0	0	1
BIRCH COMMUNICATIONS, INC.	0	0	0	11
BIRCH TELECOM OF THE SOUTH, INC.	0	0	0	2
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	0	0	6
BROADVIEW NETWORKS, INC.	0	0	0	1
BROADVOX-CLEC, LLC	0	0	0	1
BUDGET PHONE	0	0	0	11
CBEYOND COMMUNICATIONS, LLC	0	0	0	3
CLEAR CHOICE COMMUNICATIONS	0	0	0	2
CLEAR RATE COMMUNICATIONS, INC.	0	0	0	3
CLEARWIRE TELECOMMUNICATIONS SERVICES, LLC	0	0	0	1
COMCAST LONG DISTANCE	0	0	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	0	0	16
DELTACOM, INC.	0	0	0	9
EASY TELEPHONE SERVICES COMPANY	0	0	0	34
ERNEST COMMUNICATIONS, INC.	0	0	0	1
EXPRESS PHONE SERVICE	0	0	0	113
FLATEL, INC.	0	0	0	11
FLORIDA TELEPHONE SERVICES, LLC	0	0	0	1
FRONTIER COMMUNICATIONS OF AMERICA, INC.	0	0	0	1
GRANITE TELECOMMUNICATIONS, LLC	0	0	0	2
IDT AMERICA, CORP.	0	0	0	1
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	2
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1
KNOLOGY OF FLORIDA, INC.	0	0	0	1
LEVEL 3 COMMUNICATIONS, LLC	0	0	0	2
LIFECONNEX TELECOM, LLC	0	0	0	10
MCIMETRO ACCESS TRANSMISSION SERVICES LLC D/B/A VERIZON AC	0	0	0	4
NEWPHONE, INC.	0	0	0	1
PAETEC COMMUNICATIONS, INC.	0	0	0	3
POWERNET GLOBAL COMMUNICATIONS, INC.	0	0	0	1
PREFERRED LONG DISTANCE, INC.	0	0	0	1

Competitive Local Exchange Telephone Companies

Complaint Activity - August 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
PRIMECAST	0	0	0	1
QWEST COMMUNICATIONS COMPANY, LLC	0	0	0	1
STS TELECOM	0	0	0	1
SUMMIT BROADBAND	0	0	0	1
SUN-TEL USA, INC.	0	0	0	2
TELE CIRCUIT NETWORK CORPORATION	0	0	0	2
TELOVATIONS INC.	0	0	0	1
VOX3COM	0	0	0	2
WINDSTREAM NUVOX INC.	0	0	0	34
XO COMMUNICATIONS SERVICES, INC.	0	0	0	7
TOTALS**	0	0	0	338

**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 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
1800CALL4LESS	0	0	0	1
ADMA TELECOM, INC.	0	0	0	1
AMERICA NET, LLC	0	0	0	9
AMERICATEL CORPORATION	0	0	0	5
AT&T	0	0	0	30
AT&T LONG DISTANCE SERVICE	0	0	0	18
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	1
CENTURYLINK COMMUNICATIONS	0	0	0	5
CENTURYLINK LONG DISTANCE	0	0	0	1
CLEAR CHOICE COMMUNICATIONS	0	0	0	3
CLEAR RATE COMMUNICATIONS, INC.	0	0	0	5
CLEAR WORLD COMMUNICATIONS CORPORATION	0	0	0	2
COMMUNICATION TELEFONICAS LATINAS CORP	0	0	0	4
CUSTOM TELECONNECT, INC.	0	0	0	1
DELTACOM, INC.	0	0	0	1
ENHANCED SERVICES BILLING, INC.	0	0	0	14
GLOBAL TEL*LINK CORPORATION	0	0	0	15
HBS BILLING SERVICES COMPANY	0	0	0	2
IDC TELECOMMUNICATIONS	0	0	0	4
IDT AMERICA, CORP.	0	0	0	3
ILD TELESERVICES	0	0	0	18
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	4
MULTIPHONE LATIN AMERICA, INC.	0	0	0	1
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	0	0	3
ONELINK COMMUNICATIONS, INC.	0	0	0	2
OPTIC INTERNET PROTOCOL, INC.	0	0	0	7
PREFERRED LONG DISTANCE, INC.	0	0	0	3
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	1
QWEST COMMUNICATIONS COMPANY, LLC	0	0	0	2
SECURUS TECHNOLOGIES, INC.	0	0	0	4
SILV COMMUNICATION INC.	0	0	0	4
SPRINT	0	0	0	3
STI PREPAID, LLC	0	0	0	2
TELEDIAS COMMUNICATIONS, INC.	0	0	0	1
TELEUNO, INC.	0	0	0	3

Long Distance Telephone Companies

Complaint Activity - August 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
TM TELCOMM CORP.	0	0	0	1
UNITED TELECOM INC.	0	0	0	2
VALUE-ADDED COMMUNICATIONS, INC.	0	0	0	1
VARTEC TELECOM, INC.	0	0	0	1
VERIZON BUSINESS SERVICES	0	0	0	4
VERIZON LONG DISTANCE LLC	0	0	0	7
WHOLESALE CARRIER SERVICES, INC.	0	0	0	1
WILTEL COMMUNICATION, LLC	0	0	0	3
WINDSTREAM COMMUNICATIONS, INC.	0	0	0	1
WINDSTREAM NUVOX, INC.	0	0	0	2
ZERO PLUS DIALING	0	0	0	3
TOTALS**	0	0	0	209

**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 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
COIN-TEL	0	0	0	2
DSI-ITI, LLC	0	0	0	1
FIRST AMERICAN TELECOMMUNICATIONS CORPORATION	0	0	0	2
FLORIDA PUBLIC TELEPHONE COMPANY	0	0	0	1
GLOBAL TEL*LINK CORPORATION	0	0	0	2
ICSOLUTIONS	0	0	0	1
INTERSTATE TELECOMMUNICATIONS, INC.	0	0	0	1
LYNN E. MAXWELL, JR.	0	0	0	1
PACIFIC TELEMAGEMENT SERVICES	0	0	0	1
TRINITY HOLDINGS LTD., INC.	0	0	0	1
TOTALS**	0	0	0	13

**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 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALTURAS UTILITIES, L.L.C.	0	0	0	4
AQUA UTILITIES FLORIDA, INC.	1	1	2	16
AQUA UTILITIES FLORIDA, INC.	1	0	1	4
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	3
AQUA UTILITIES FLORIDA, INC.	0	0	0	18
AQUA UTILITIES FLORIDA, INC.	0	0	0	14
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	5
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUARINA UTILITIES, INC.	0	0	0	3
ARMA WATER SERVICE, LLC	0	0	0	1
BAYSHORE UTILITIES, INC.	0	0	0	4
BIMINI BAY UTILITIES CORPORATION	0	1	1	4
BLACK BEAR RESERVE WATER CORPORATION	0	0	0	9
COUNTRY CLUB UTILITIES, INC.	0	0	0	1
COUNTY-WIDE UTILITY CO., INC.	0	0	0	1
CYPRESS LAKES UTILITIES, INC.	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	1
FOUR POINTS UTILITY CORPORATION	1	4	5	12
HEATHER HILLS ESTATES UTILITIES, LLC	0	0	0	2
KEEN SALES, RENTALS AND UTILITIES, INC.	0	0	0	1
LABRADOR UTILITIES, INC.	0	0	0	2
LAKE UTILITY SERVICES, INC.	1	0	1	2
LAKE UTILITY SERVICES, INC.	0	0	0	2
LIGHTHOUSE UTILITIES COMPANY, INC.	0	1	1	1
MAD HATTER UTILITY, INC.	0	1	1	1
NEIGHBORHOOD UTILITIES, INC.	0	0	0	1
NI FLORIDA, LLC	0	1	1	6
NI FLORIDA, LLC	0	1	1	1

Water & Wastewater Companies

Complaint Activity - August 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
PARK WATER COMPANY	0	0	0	4
PARKLAND UTILITIES, INC.	0	0	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	2
PLANTATION BAY UTILITY CO.	0	0	0	2
PLURIS WEDGEFIELD, INC.	0	0	0	2
ROYAL UTILITY COMPANY	0	0	0	3
SANLANDO UTILITIES CORPORATION	0	0	0	1
SOUTHLAKE UTILITIES, INC.	0	0	0	2
SUNRISE UTILITIES, LLC	0	0	0	2
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	1	0	1	3
TYMBER CREEK UTILITIES, INCORPORATED	0	1	1	1
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF PENNBROOKE	0	0	0	1
WATER MANAGEMENT SERVICES, INC.	0	0	0	1
WEST LAKELAND WASTEWATER, INC.	0	0	0	2
WILDWOOD WATER COMPANY	0	0	0	2
TOTALS**	5	11	16	162

**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 2011

	Month	Year-To-Date
	0	1
AMERICA NET, LLC	0	1
AT&T FLORIDA	1	11
CENTURYLINK	0	8
ENHANCED SERVICES BILLING, INC.	0	14
HBS BILLING SERVICES COMPANY	0	2
ILD TELESERVICES	0	11
OPERATOR ASSISTANCE NETWORK	0	2
SILV COMMUNICATION INC.	0	1
VERIZON FLORIDA LLC	0	5
WINDSTREAM FLORIDA, INC.	0	1
ZERO PLUS DIALING	0	1
TOTALS*	1	58

**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 2011

	Month	Year-To-Date
	0	0
AMERICA NET, LLC	0	8
AMERICAN DIAL TONE, INC.	0	2
AT&T FLORIDA	0	5
BIRCH COMMUNICATIONS, INC.	0	2
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	2
CLEAR RATE COMMUNICATIONS, INC.	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	2
COMMUNICATION TELEFONICAS LATINAS CORP	0	3
EASY TELEPHONE SERVICES COMPANY	0	25
EMBARQ COMMUNICATIONS, INC. D/B/A CENTURYLINK COMMUNICATIO	0	1
EXPRESS PHONE SERVICE	0	3
FLATEL, INC.	0	1
LEVEL 3 COMMUNICATIONS, LLC	0	1
OPTIC INTERNET PROTOCOL, INC.	0	6
PREFERRED LONG DISTANCE, INC.	0	2
PREFERRED LONG DISTANCE, INC.	0	1
SILV COMMUNICATION INC.	0	3
TELOVATIONS INC.	0	1
UNITED TELECOM INC.	0	2
VERIZON FLORIDA LLC	0	2
WINDSTREAM NUVOX, INC.	0	1
TOTALS*	0	74

**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 2011

	Month	Year-To-Date
	0	0
AMERICATEL CORPORATION	0	1
AT&T	0	8
CLEAR WORLD COMMUNICATIONS CORPORATION	0	2
IDC TELECOMMUNICATIONS	0	2
INTELLICALL OPERATOR SERVICES, INC.	0	1
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	1
ONELINK COMMUNICATIONS, INC.	0	2
QWEST COMMUNICATIONS COMPANY, LLC	0	1
SPRINT	0	1
TELEDIAS COMMUNICATIONS, INC.	0	1
TELEUNO, INC.	0	3
VERIZON LONG DISTANCE LLC	0	1
WILTEL COMMUNICATION, LLC	0	3
TOTALS*	0	27

**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.