

FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT August 2012

Data Compiled on 09/11/2012

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Consumer Access to the FLORIDA PUBLIC SERVICE COMMISSION

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

*CALLthe 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

Complaints Received & Entered into CATS			903
Electric		65	
Gas		3	
LifeLine		19	
Relay		0	
Pay Telephone		3	
Water & Wastewater		18	
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)		649	
Electric	639		
Gas	10		
Telecommunications	0		
Water/Wastewater	0		
E-Transfers (E-mails sent to Utilities from the PSC Web site)		49	
Electric	49		
Gas	0		
Telecommunications	0		
Water/Wastewater	0		
Cases Received / Closed Under 3 Day Rule		97	
Electric	94		
Gas	3		
Telecommunications	0		
Water / Wastewater	0		
Information Requests Received & Entered into CATS			3,358

Total New Cases Received & Entered into CATS

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	756	2,911	3,667
Mail	5	43	48
Internet	138	391	529
Fax	4	13	17
Totals	903	3,358	4,261

4,261

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Cases by Industry

August 2012

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	65	7 %	659	20 %
Natural Gas	3	0 %	33	1 %
Telecommunications	22	2 %	1567	47 %
Lifeline	19	2 %		
Relay	0	0 %		
Pay Telephone	3	0 %		
Water & Wastewater	18	2 %	110	3 %
Non-certificated Company Cases logged**	0	0 %	989	29 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	649	72 %		
E-Transfers	49	5 %		
Cases Received & Closed by 3 Day Rule	97	11 %		
Total	903	100 %	3,358	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 2012



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

Electric Companies

Complaint Activity - August 2012

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	16	10	26	123
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	3
GULF POWER COMPANY	0	0	0	3
PROGRESS ENERGY FLORIDA, INC.	13	21	34	165
TAMPA ELECTRIC COMPANY	1	4	5	50
TOTALS**	30	35	65	344

*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 2012

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	0	1	1	10
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	1	0	1	2
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	8
PEOPLES GAS SYSTEM	0	0	0	12
TOTALS**	2	1	3	32

*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 - August 2012

	Month	Year-To-Date
ASSURANCE HOME PHONE SERVICES, INC.	0	1
AT&T FLORIDA	17	102
CENTURYLINK	0	19
VERIZON FLORIDA LLC	1	18
WINDSTREAM FLORIDA, INC.	0	1
TOTALS*	18	141

*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 - August 2012				
Complaint Activity - August 2	Month	Year-To-Date		
BELLSOUTH TELECOMMUNICATIONS, LLC D/B/A AT&T FLORIDA D/B/A	1	Year-To-Date		

Pay Telephone Companies

Complaint Activity - August 2012

		Complaints Logged			
	Service*	Billing*	Total	Y-T-D	
EMBARQ PAYPHONE SERVICES, INC.	0	0	0	1	
FLORIDA PUBLIC TELEPHONE COMPANY	1	0	1	2	
GLOBAL TEL*LINK CORPORATION	1	0	1	1	
SECURUS TECHNOLOGIES, INC.	1	0	1	1	
TOTALS**	3	0	3	5	
Please see Definitions. *Does not include non-certificated complaints logged, complaints transferred via th rocess, or complaints logged and resolved under the three-day rule.	e telephone transf	er-connect or	e-transfer		

Water & Wastewater Companies

Complaint Activity - August 2012

		Complai	nts Logged	
	Service*	Billing*	Total	Y-T-D
AQUA UTILITIES FLORIDA, INC.	1	0	1	7
AQUA UTILITIES FLORIDA, INC.	1	0	1	9
AQUA UTILITIES FLORIDA, INC.	0	1	1	5
AQUA UTILITIES FLORIDA, INC.	1	0	1	10
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	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	20
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUARINA UTILITIES, INC.	0	0	0	1
BAYSHORE UTILITIES, INC.	0	0	0	1
BIMINI BAY UTILITIES CORPORATION	0	0	0	1
BLACK BEAR RESERVE WATER CORPORATION	0	0	0	1
CYPRESS LAKES UTILITIES, INC.	0	5	5	35
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	1
FOUR POINTS UTILITY CORPORATION	0	1	1	13
HEATHER HILLS ESTATES UTILITIES, LLC	0	0	0	1
HOLIDAY GARDENS UTILITIES, INC.	0	0	0	1
K W RESORT UTILITIES CORP.	0	0	0	1
L W V UTILITIES, INC.	0	1	1	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	3
MARION UTILITIES, INC.	1	0	1	1
MOBILE MANOR WATER COMPANY, INC.	0	0	0	1
NEIGHBORHOOD UTILITIES, INC.	0	0	0	1
NI FLORIDA, LLC	0	1	1	6
NI FLORIDA, LLC	0	1	1	2
NORTH BEACH UTILITIES, INC.	0	0	0	1
PARK WATER COMPANY	0	1	1	1

Water & Wastewater Companies

Complaint Activity - August 2012

		Complai	nts Logged	
	Service*	Billing*	Total	Y-T-D
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	1
PINECREST RANCHES, INC.	0	0	0	1
PLANTATION BAY UTILITY CO.	0	0	0	1
PLURIS WEDGEFIELD, INC.	0	0	0	5
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
SUNRISE UTILITIES, LLC	0	1	1	4
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	1	0	1	1
UTILITIES, INC. OF FLORIDA	0	1	1	2
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF LONGWOOD	0	0	0	1
UTILITIES, INC. OF PENNBROOKE	0	0	0	4
WEST LAKELAND WASTEWATER, INC.	0	0	0	1
WILDWOOD WATER COMPANY	0	0	0	1
TOTALS**	5	13	18	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.

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.