



CONSUMER ACTIVITY REPORT

August 2026

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
Lifeline - Complaint Activity	6
Florida Relay - Complaint Activity	7
Pay Telephone Companies - Complaint Activity	8
Water and Wastewater Companies - Complaint Activity	9
Definitions	11

Consumer Access to the FLORIDA PUBLIC SERVICE COMMISSION

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

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

Consumer Activity Overview

August 2026

Complaints Received & Entered into CATS		1423
Electric	157	
Gas	29	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	46	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		723
Electric	657	
Gas	66	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		207
Electric	200	
Gas	7	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		261
Electric	259	
Gas	2	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		2371
Total New Cases Received & Entered into CATS		3794

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	809	520	1329
Mail	5	4	9
Internet	609	1847	2456
Fax	0	0	0
Total	1423	2371	3794

Cases by Industry

August 2026

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	156	11%	1826	77%
Natural Gas	29	2%	37	2%
Telecommunications	0	0%	149	6%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	46	3%	123	5%
Non-certificated Company Cases logged**	0	0%	236	10%
Telephone Transfer-Connects (Calls Transferred to Utilities)	723	51%		
E-Transfers	207	15%		
Cases Received & Closed by 3 Day Rule	261	18%		
Total	1423	100%	2371	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

August 2026

County	Cases	County	Cases	County	Cases	County	Cases
N/A	295	Escambia	35	Lafayette	0	Pasco	25
Alachua	1	Flagler	5	Lake	7	Pinellas	42
Baker	1	Franklin	1	Lee	16	Polk	41
Bay	15	Gadsden	0	Leon	0	Putnam	5
Bradford	0	Gilchrist	0	Levy	2	Saint Johns	9
Brevard	59	Glades	0	Liberty	2	Saint Lucie	23
Broward	101	Gulf	1	Madison	0	Santa Rosa	8
Calhoun	1	Hamilton	0	Manatee	21	Sarasota	18
Charlotte	12	Hardee	0	Marion	24	Seminole	33
Citrus	6	Hendry	7	Martin	12	Sumter	1
Clay	0	Hernando	1	Monroe	1	Suwannee	2
Collier	20	Highlands	6	Nassau	14	Taylor	0
Columbia	7	Hillsborough	158	Okaloosa	5	Union	1
DeSoto	1	Holmes	0	Okeechobee	3	Volusia	49
Dixie	0	Indian River	8	Orange	47	Wakulla	0
Duval	1	Jackson	19	Osceola	4	Walton	0
Miami-Dade	158	Jefferson	0	Palm Beach	81	Washington	8

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 - August 2026

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	13	16	29	224
Florida Power & Light Company	22	30	52	216
Florida Public Utilities Company	3	14	17	87
Tampa Electric Company	16	42	58	165
TOTALS**	54	102	156	692

*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 2026

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	3	10	13	55
Florida Public Utilities Company	2	9	11	150
Peoples Gas System, Inc.	2	3	5	25
St. Joe Natural Gas Company, Inc.	0	0	0	3
TOTALS**	7	22	29	233

*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 2026

Company Name	Month	Y-T-D
TOTALS**	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.		

Relay Service Complaints
Complaint Activity - August 2026

Company Name	Month	Y-T-D
TOTALS**	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.		

Pay Telephone Complaints

Complaint Activity - August 2026

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 - August 2026

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	0	0	2
Cedar Acres Inc	0	0	0	1
Cobblestone II RVG LLC d/b/a River Grove Utility	0	0	0	1
Consolidated Water Works, Inc.	0	0	0	1
Crestridge Utilities, LLC	0	0	0	1
CSWR-Florida Utility Operating Company, LLC	3	2	5	56
East Marion Utilities, LLC	0	0	0	1
Environmental Protection Systems of Pine Island, Inc.	0	0	0	1
Florida Community Water Systems, Inc.	0	0	0	6
Gold Coast Utility Corp.	0	0	0	2
Grenelefe Resort Utility, Inc.	1	1	2	5
HC Waterworks, Inc.	0	0	0	3
Heather Hills Utilities, LLC	0	0	0	1
Hometown Canada Utility, Inc.	0	1	1	1
Indian Springs Utilities, Inc.	0	0	0	1
K W Resort Utilities Corp.	0	1	1	3
Leighton Estates Utilities, LLC	12	0	12	14
Little Gasparilla Water Utility, Inc.	0	0	0	1
McLeod Gardens Utilities, LLC	0	0	0	1
Mobile Manor Water Company, Inc.	0	0	0	1
NC Real Estate Projects, LLC d/b/a Grenelefe Utility	0	0	0	9
Ni Florida, Inc.	0	0	0	4
North Florida Community Water Systems, Inc.	4	2	6	38
Ocala Palms Utilities, LLC	0	0	0	1
Orange Land Utilities, LLC	0	0	0	1
Orchid Springs Development Corporation	0	0	0	1
Palm Valley Utilities	0	0	0	6
Parkland Utilities, Inc.	0	0	0	2
Peoples Water Service Company of Florida, Inc.	0	0	0	8
Pinecrest Utilities, LLC	0	0	0	2

**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 - Continued

Complaint Activity - August 2026

Company Name	Service*	Billing*	Total	Y-T-D
Pluris Wedgefield, LLC	6	0	6	6
Royal Waterworks, Inc.	0	0	0	1
S & L Utilities, Inc.	0	0	0	1
Southwest Ocala Utility, Inc.	0	0	0	1
Sunlake Estates Utilities, L.L.C.	0	0	0	3
Sunshine Water Services	5	7	12	45
Suwannee Valley Utilities, LLC	1	0	1	2
Vantage Oaks Utility, LLC	0	0	0	1
TOTALS**	32	14	46	235

**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.