



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT December 2011

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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 December 2011

Complaints Received & Entered into CATS		723
Electric	47	
Gas	5	
Competitive Local Exchange Telephone	0	
Local Exchange Telephone	16	
Long Distance Telephone	0	
Pay Telephone	0	
Shared Tenant	0	
Water & Wastewater	14	
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)		545
Electric	535	
Gas	10	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		38
Electric	38	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		58
Electric	58	
Gas	0	
Telecommunications	0	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		3,841
Total New Cases Received & Entered into CATS		4,564

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	621	3,606	4,227
Mail	12	47	59
Internet	87	180	267
Fax	3	8	11
Totals	723	3,841	4,564

Cases by Industry

December 2011

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	47	7 %	312	8 %
Natural Gas	5	1 %	32	1 %
Telecommunications	16	2 %	2521	66 %
Competitive Local Exchange Telephone	0	0 %		
Local Exchange Telephone	16	2 %		
Long Distance Telephone	0	0 %		
Pay Telephone	0	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	14	2 %	82	2 %
Non-certificated Company Cases logged**	0	0 %	894	23 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	545	75 %		
E-Transfers	38	5 %		
Cases Received & Closed by 3 Day Rule	58	8 %		
Total	723	100 %	3,841	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

December 2011



Note: County name not available for 8 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - December 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	7	11	18	278
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	15
GULF POWER COMPANY	0	0	0	11
PROGRESS ENERGY FLORIDA, INC.	6	9	15	332
TAMPA ELECTRIC COMPANY	3	10	13	121
TOTALS**	17	30	47	757

**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 - December 2011

	Complaints Logged			Y-T-D
	Service*	Billing*	Total	
FLORIDA CITY GAS	1	2	3	18
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	0	0	3
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	16
PEOPLES GAS SYSTEM	1	0	1	34
TOTALS**	2	3	5	71

**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 - December 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	2	3	5	535
CENTURYLINK	7	2	9	108
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	2	0	2	185
WINDSTREAM FLORIDA, INC.	0	0	0	6
TOTALS**	11	5	16	838

**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 - December 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACN COMMUNICATION SERVICES, INC.	0	0	0	1
AMERICAN DIAL TONE, INC.	0	0	0	27
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
CBYOND 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	2
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 - December 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	340

**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 - December 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 - December 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 - December 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	3
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
OMEGA ONE TELECOMMUNICATIONS	0	0	0	1
PACIFIC TELEMAGEMENT SERVICES	0	0	0	1
TRINITY HOLDINGS LTD., INC.	0	0	0	1
TOTALS**	0	0	0	16

**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 - December 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALLEN LAFORTUNE AND OTIS FONDER	0	0	0	1
ALTURAS UTILITIES, L.L.C.	0	0	0	6
ANGLERS COVE WEST, LTD.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	1	0	1	4
AQUA UTILITIES FLORIDA, INC.	0	2	2	26
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	20
AQUA UTILITIES FLORIDA, INC.	0	0	0	21
AQUA UTILITIES FLORIDA, INC.	0	0	0	3
AQUA UTILITIES FLORIDA, INC.	0	0	0	6
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	7
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUARINA UTILITIES, INC.	0	0	0	3
ARMA WATER SERVICE, LLC	0	0	0	2
BAYSHORE UTILITIES, INC.	0	1	1	7
BIMINI BAY UTILITIES CORPORATION	0	2	2	12
BLACK BEAR RESERVE WATER CORPORATION	0	0	0	10
CORAL CAY WATER & SEWER COMPANY	0	0	0	1
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	0	0	0	14
HARBOR HILLS UTILITIES, L.P.	0	0	0	1
HEATHER HILLS ESTATES UTILITIES, LLC	0	0	0	2
KEEN SALES, RENTALS AND UTILITIES, INC.	0	0	0	2
LABRADOR UTILITIES, INC.	0	0	0	2
LAKE UTILITY SERVICES, INC.	0	1	1	3
LAKE UTILITY SERVICES, INC.	0	0	0	2
LAKE YALE TREATMENT ASSOCIATES, INC.	0	0	0	1

Water & Wastewater Companies

Complaint Activity - December 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
LIGHTHOUSE UTILITIES COMPANY, INC.	0	0	0	1
MAD HATTER UTILITY, INC.	0	0	0	1
NEIGHBORHOOD UTILITIES, INC.	0	0	0	1
NI FLORIDA, LLC	0	0	0	8
NI FLORIDA, LLC	0	0	0	1
ORANGELAND WATER SUPPLY	0	0	0	1
PARK WATER COMPANY	0	0	0	6
PARKLAND UTILITIES, INC.	0	1	1	2
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	2
PINECREST RANCHES, INC.	0	0	0	1
PLACID LAKES UTILITIES, INC.	0	0	0	1
PLANTATION BAY UTILITY CO.	0	0	0	2
PLURIS WEDGEFIELD, INC.	0	0	0	6
ROYAL UTILITY COMPANY	0	0	0	3
SANLANDO UTILITIES CORPORATION	1	1	2	4
SEBRING RIDGE UTILITIES, INC.	0	0	0	1
SOUTHLAKE UTILITIES, INC.	0	0	0	2
ST. JOHN'S RIVER CLUB UTILITY COMPANY, LLC	0	0	0	1
SUNNY SHORES WATER CO., INC.	0	0	0	1
SUNRISE UTILITIES, LLC	0	1	1	3
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	4
TYMBER CREEK UTILITIES, INCORPORATED	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	1	1	1
UTILITIES, INC. OF FLORIDA	1	0	1	1
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	3
UTILITIES, INC. OF LONGWOOD	0	1	1	2
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
WINDSTREAM UTILITIES COMPANY	0	0	0	1
TOTALS**	3	11	14	242

**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 - December 2011

	Month	Year-To-Date
	0	0
	0	1
AMERICA NET, LLC	0	1
AT&T FLORIDA	0	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*	0	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 - December 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 - December 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.