

FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT December 2014

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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

Consumer Activity Overview December 2014

Complaints Received & Entered in	nto CATS			723
Electric			59	
Gas			6	
LifeLine			17	
Relay			0	
Pay Telephone			0	
Water & Wastewater			13	
Non-certificated Company Complain	nts Logged		0	
Electric		0		
Gas		0		
Telecommunications		0		
Water/Wastewater		0		
Industry Unknown		0		
Telephone Transfer-Connects (Calls	Transferred to Utilities)		550	
Electric		535		
Gas		15		
Telecommunications		0		
Water/Wastewater		0		
E-Transfers (E-mails sent to Utilities	s from the PSC Web site)		15	
Electric		15		
Gas		0		
Telecommunications		0		
Water/Wastewater		0		
Cases Received / Closed Under 3 Da	ny Rule		63	
Electric		63		
Gas		0		
Telecommunications		0		
Water / Wastewater		0		
Information Requests Received &	Entered into CATS			2,369
Total New Cases Received & Enter	red into CATS			3,092
How Cases Were Received	Complaints	Information Requests		Total Cases
Phone	634	1,754		2,388
Mail	9	18		27
Internet	79	590		669
Fax	1	7		8

2,369

3,092

723

Totals

Cases by Industry

December 2014

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	59	8 %	711	30 %
Natural Gas	6	1 %	25	1 %
Telecommunications	17	2 %	1064	45 %
Lifeline	17	2 %		
Relay	0	0 %		
Pay Telephone	0	0 %		
Water & Wastewater	13	2 %	74	3 %
Non-certificated Company Cases logged**	0	0 %	495	21 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	550	76 %		
E-Transfers	15	2 %		
Cases Received & Closed by 3 Day Rule	63	9 %		
Total	723	100 %	2,369	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.

Complaints Received by County December 2014



Note: County name not available for 49 cases e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
DUKE ENERGY FLORIDA, INC.	12	26	38	480
FLORIDA POWER & LIGHT COMPANY	6	8	14	165
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	10
GULF POWER COMPANY	0	0	0	8
TAMPA ELECTRIC COMPANY	4	3	7	106
TOTALS**	22	37	59	769

^{*}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

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	2	0	2	20
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	1	0	1	3
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	15
PEOPLES GAS SYSTEM	1	1	2	28
TOTALS**	4	2	6	66

^{*}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

	Month	Year-To-Date
AT&T FLORIDA	15	103
CENTURYLINK	1	10
COX FLORIDA TELCOM, L.P.	0	1
VERIZON FLORIDA LLC	1	15
WOW! INTERNET, CABLE AND PHONE	0	1
TOTALS*	17	130

^{*}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

	Month	Year-To-Date
	0	0
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 Companies

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC.	0	0	0	1
FLORIDA PUBLIC TELEPHONE COMPANY	0	0	0	2
TRI-COUNTY TELEPHONE INC.	0	0	0	1
TOTALS**	0	0	0	4

^{*}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

BLACK BEAR RESERVE WATER CORPORATION 0 0 0 1 CHOULL ITD. 0 0 0 0 1 CORAL CAY WATER & SEWER COMPANY 0 0 0 2 COUNTRY CLUB UTILITY CO, INC. 0 0 0 2 COUNTY-WIDE UTILITY CO, INC. 0 0 0 2 CRESTRIGGE UTILITY CORPORATION 1 1 1 2 EAST MARION SANITARY SYSTEMS, INC. 0 0 0 0 2 FAIRMOUNT UTILITIES, THE 2ND, INC. 0 0 0 0 1 FOUR LAKES GOLF CLUB, LTD. 0 0 0 0 1 FOUR LAKES GOLF CLUB, LTD. 0 0 0 0 1 FOUR LAKES GOLF CLUB, LTD. 0 0 0 0 1 1 FOUR LAKES GOLF CLUB, LTD. 0 0 0 0 0 1 1 1 1 1 1 1 1 1 1 1			Complaints Logged			
CHC VII, LTD.		Service*	Billing*	Total	Y-T-D	
CORAL CAY WATER & SEWER COMPANY 0 0 0 1 COUNTRY CLUB UTILITIES, INC. 0 0 0 2 COUNTY-WIDE UTILITY CO, INC. 0 1 1 1 CRESTRIDGE UTILITY CORPORATION 1 1 2 3 EAST MARION SANITARY SYSTEMS, INC. 0 0 0 0 2 FAIRMOUNT UTILITIES, THE 2ND, INC. 0 0 0 0 1 FMICH INDEAWAY, INC. 0 0 0 0 1 FOUR POINTS UTILITY CORPORATION 0 0 0 0 1 FOUR POINTS UTILITY CORPORATION 0 0 0 0 0 1 FOUR POINTS UTILITIES, UTILITIES, LLC 0 0 0 0 0 2 HEATHER HILLS ESTATES UTILITIES, LLC 0 0 0 0 1 HEATHER HILLS ESTATES UTILITIES, INC. 0 0 0 1 1 KW RESORT UTILITIES CORP. 0 0 0	BLACK BEAR RESERVE WATER CORPORATION	0	0	0	1	
COUNTRY CLUB UTILITIES, INC. 0 0 0 2 COUNTY-WIDE UTILITY CO, INC. 0 1 1 1 CRESTRIDGE UTILITY CORPORATION 1 1 2 3 EAST MARION SANITARY SYSTEMS, INC. 0 0 0 0 2 FAIRMOUNT UTILITIES, THE 2ND, INC. 0 0 0 0 1 FIMC HIDEAWAY, INC. 0 0 0 0 1 FOUR LAKES GOLF CLUB, LTD. 0 0 0 0 1 FOUR POINTS UTILITY, INC. 0 0 0 0 1 FOUR POINTS UTILITY, INC. 0 0 0 0 2 HEATHER HILLS ESTATES UTILITIES, INC. 0 0 0 0 1 HEATHER HILLS ESTATES UTILITIES, INC. 0 0 0 1 1 K W RESORT UTILITIES, INC. 0 0 0 0 1 1 K W RESORT WILLS WATER COMPANY 0 0 0 0 1 <td>CHC VII, LTD.</td> <td>0</td> <td>1</td> <td>1</td> <td>1</td>	CHC VII, LTD.	0	1	1	1	
COUNTY-WIDE UTILITY CO, INC. 0 1 1 1 CRESTRINGGE UTILITY CORPORATION 1 1 2 3 EAST MARION SANITARY SYSTEMS, INC. 0 0 0 0 1 FAIRMOUNT UTILITIES, THE 2ND, INC. 0 0 0 0 1 FOUR LAKES GOLF CLUB, LTD. 0 0 0 0 1 FOUR POINTS UTILITY, CORPORATION 0 2 2 13 GRENELEFE RESORT UTILITY, INC. 0 0 0 0 2 HEATHER HILLS ESTATES UTILITIES, INC. 0 0 0 0 1 HEATHER HILLS ESTATES UTILITIES, INC. 0 0 0 1 1 HEATHER HILLS ESTATES UTILITIES, INC. 0 0 0 1 1 HEATHER HILLS ESTATES UTILITIES, INC. 0 0 0 1 1 HEATHER HILLS ESTATES UTILITIES, INC. 0 0 0 1 1 HEATHER HILLS ESTATES UTILITIES, INC. 0 0 0<	CORAL CAY WATER & SEWER COMPANY	0	0	0	1	
CRESTRIDGE UTILITY CORPORATION 1 1 2 3 EAST MARION SANTIARY SYSTEMS, INC. 0 0 0 25 FAIRMOUNT UTILITIES, THE 2ND, INC. 0 0 0 0 1 FINCH HIDEAWAY, INC. 0 0 0 0 1 FOUR LAKES GOLF CLUB, LTD. 0 0 0 0 1 FOUR POINTS UTILITY CORPORATION 0 2 2 13 GENELEFE RESORT UTILITY, INC. 0 0 0 0 2 HEATHER HILLS ESTATES UTILITIES, INC. 0 0 0 0 1 HEATHER HILLS ESTATES UTILITIES, INC. 0 0 0 1 1 HOLDAY GARDERS UTILITIES, INC. 0 0 0 1 1 K W RESORT UTILITIES CORP. 0 0 0 1 1 K WESORT UTILITIES, INC. 0 0 0 0 1 LAKE OSBORNE WATER WATER COMPANY 0 0 0 0 1	COUNTRY CLUB UTILITIES, INC.	0	0	0	2	
EAST MARION SANITARY SYSTEMS, INC. 0 0 0 25 FAIRMOUNT UTILITIES, THE 2ND, INC. 0 0 0 1 FINC HIDEAWAY, INC. 0 0 0 1 FOUR LAKES GOLF CLUB, LTD. 0 0 0 1 FOUR POINTS UTILITY CORPORATION 0 2 2 13 GRENELEFE RESORT UTILITY, INC. 0 0 0 1 HEATHER HILLS ESTATES UTILITIES, LIC. 0 0 0 1 HEATHER HILLS ESTATES UTILITIES, INC. 0 0 0 1 HOLIDAY GARDENS UTILITIES, INC. 0 0 0 1 K W RESORT UTILITIES, INC. 0 0 0 1 K W RESORT UTILITIES CORP. 0 0 0 1 LAKE OSBORNE WATERWORKS, INC. 0 0 0 1 LAKE OSBORNE WATERWORKS, INC. 0 0 0 0 1 PLAY WATER COMPANY 0 0 0 0 1	COUNTY-WIDE UTILITY CO., INC.	0	1	1	1	
FAIRMOUNT UTILITIES, THE 2ND, INC.	CRESTRIDGE UTILITY CORPORATION	1	1	2	3	
FIMC HIDEAWAY, INC. 0	EAST MARION SANITARY SYSTEMS, INC.	0	0	0	25	
FOUR LAKES GOLF CLUB, LTD. 0 0 0 1 FOUR POINTS UTILITY CORPORATION 0 2 2 13 GRENELEFE RESORT UTILITY, INC. 0 0 0 0 2 HEATHER HILLS ESTATES UTILITIES, LLC 0 0 0 0 1 HOLIDAY GARDENS UTILITIES, INC. 0 0 0 0 1 KW RESORT UTILITIES CORP. 0 0 0 0 1 KWA RESORT UTILITIES CORP. 0 0 0 0 1 KWA RESORT UTILITIES CORP. 0 0 0 0 1 KWA RESORT UTILITIES CORP. 0 0 0 0 0 1 KWA RESORT UTILITIES CORP. 0 0 0 0 0 0 0 1 KWA RESORT UTILITIES CORPANY 0 0 0 0 0 0 0 1 LAWATERWORKS, INC. 0 0 0 0 0 0 0	FAIRMOUNT UTILITIES, THE 2ND, INC.	0	0	0	1	
FOUR POINTS UTILITY CORPORATION 0 2 2 13 GRENELEFE RESORT UTILITY, INC. 0 0 0 2 HEATHER HILLS ESTATES UTILITIES, LLC 0 0 0 1 HOLIDAY GARDENS UTILITIES, INC. 0 0 0 0 1 KW RESORT UTILITIES CORP. 0 0 0 0 1 KINCAID HILLS WATER COMPANY 0 0 0 0 1 LAKE OSBORNE WATERWORKS, INC. 0 0 0 0 4 LP WATERWORKS, INC. 0 0 0 0 6 PARK WATER COMPANY 0 0 0 0 1 PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC. 0 1 1 2 PINECREST RANCHES, INC. 0 0 0 1 PLANTATION BAY UTILITY CO. 0 0 0 1 PLURIS WEDGEFIELD, INC. 0 0 0 8 ROYAL UTILITY COMPANY 0 0 <t< td=""><td>FIMC HIDEAWAY, INC.</td><td>0</td><td>0</td><td>0</td><td>1</td></t<>	FIMC HIDEAWAY, INC.	0	0	0	1	
GRENELEFE RESORT UTILITY, INC. 0 0 0 2 HEATHER HILLS ESTATES UTILITIES, LIC 0 0 0 1 HOLIDAY GARDENS UTILITIES, INC. 0 0 0 1 K W RESORT UTILITIES CORP. 0 0 0 0 1 K W RESORT UTILITIES CORP. 0 0 0 0 1 KINCAID HILLS WATER COMPANY 0 0 0 0 1 LAKE OSBORNE WATER COMPANY 0 0 0 0 4 LP WATERWORKS, INC. 0 0 0 0 0 6 PARK WATER COMPANY 0 0 0 0 1 1 4 PINECREST RANCHES, INC. 0 0 1 1 2 1 <td>FOUR LAKES GOLF CLUB, LTD.</td> <td>0</td> <td>0</td> <td>0</td> <td>1</td>	FOUR LAKES GOLF CLUB, LTD.	0	0	0	1	
HEATHER HILLS ESTATES UTILITIES, LLC	FOUR POINTS UTILITY CORPORATION	0	2	2	13	
HOLIDAY GARDENS UTILITIES, INC.	GRENELEFE RESORT UTILITY, INC.	0	0	0	2	
K W RESORT UTILITIES CORP. 0 0 0 1 KINCAID HILLS WATER COMPANY 0 0 0 1 LAKE OSBORNE WATERWORKS, INC. 0 0 0 4 LP WATERWORKS, INC. 0 1 1 4 NI FLORIDA, LLC 0 0 0 0 6 PARK WATER COMPANY 0 0 0 0 1 1 2 PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC. 0 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1	HEATHER HILLS ESTATES UTILITIES, LLC	0	0	0	1	
KINCAID HILLS WATER COMPANY 0 0 0 1 LAKE OSBORNE WATERWORKS, INC. 0 0 0 4 LP WATERWORKS, INC. 0 1 1 4 NI FLORIDA, LLC 0 0 0 0 6 PARK WATER COMPANY 0 0 0 0 1 1 2 PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC. 0 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 2 1 2 3 4 1 1 2 3 4 1 2 3 4 3	HOLIDAY GARDENS UTILITIES, INC.	0	0	0	1	
LAKE OSBORNE WATERWORKS, INC. 0 0 0 4 LP WATERWORKS, INC. 0 1 1 4 NI FLORIDA, LLC 0 0 0 0 6 PARK WATER COMPANY 0 0 0 1 1 2 PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC. 0 1 1 2 2 PINECREST RANCHES, INC. 1 0 1 1 2 1 2 3 4 4 1 1 2 3 4 4 3 4 3 4 4 3 4 3 4 <t< td=""><td>K W RESORT UTILITIES CORP.</td><td>0</td><td>0</td><td>0</td><td>1</td></t<>	K W RESORT UTILITIES CORP.	0	0	0	1	
LP WATERWORKS, INC.	KINCAID HILLS WATER COMPANY	0	0	0	1	
NI FLORIDA, LLC 0 0 0 0 PARK WATER COMPANY 0 0 0 1 PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC. 0 1 1 2 PINECREST RANCHES, INC. 1 0 1 1 PLACID LAKES UTILITIES, INC. 0 0 0 0 1 PLANTATION BAY UTILITY CO. 0 0 0 0 1 1 PLURIS WEDGEFIELD, INC. 0 0 0 0 0 5 ROYAL UTILITY COMPANY 0 0 0 0 8 SANLANDO UTILITIES CORPORATION 1 2 3 4 SUNNY HILLS UTILITY COMPANY 1 0 1 2 SUNRISE WATER CO., INC. 0 0 0 4 SUNSHINE UTILITIES, LLC 0 0 0 0 1 SUNSHINE UTILITY COMPANY 0 0 0 0 1 THE WOODS UTILITY COMPANY 0 0	LAKE OSBORNE WATERWORKS, INC.	0	0	0	4	
PARK WATER COMPANY 0 0 0 1 PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC. 0 1 1 2 PINECREST RANCHES, INC. 1 0 1 1 PLACID LAKES UTILITIES, INC. 0 0 0 0 PLANTATION BAY UTILITY CO. 0 0 0 0 PLURIS WEDGEFIELD, INC. 0 0 0 0 ROYAL UTILITY COMPANY 0 0 0 8 SANLANDO UTILITIES CORPORATION 1 2 3 4 SUNNY HILLS UTILITY COMPANY 1 0 1 2 SUNRISE WATER CO., INC. 0 0 0 2 SUNRISE UTILITIES, LLC 0 0 0 4 SUNSHINE UTILITY COMPANY 0 0 0 1 THE WOODS UTILITY COMPANY 0 0 0 1 TLP WATER, INC. 0 0 0 0 TYMBER CREEK UTILITIES, INCORPORATED 0 0 <t< td=""><td>LP WATERWORKS, INC.</td><td>0</td><td>1</td><td>1</td><td>4</td></t<>	LP WATERWORKS, INC.	0	1	1	4	
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC. 0 1 1 2 PINECREST RANCHES, INC. 1 0 1 1 PLACID LAKES UTILITIES, INC. 0 0 0 0 PLANTATION BAY UTILITY CO. 0 0 0 0 PLURIS WEDGEFIELD, INC. 0 0 0 5 ROYAL UTILITY COMPANY 0 0 0 8 SANLANDO UTILITIES CORPORATION 1 2 3 4 SUNNY HILLS UTILITY COMPANY 1 0 1 2 SUNNISE WATER CO., INC. 0 0 0 2 SUNRISE UTILITIES, LLC 0 0 0 4 SUNSHINE UTILITY COMPANY 0 0 0 5 THE WOODS UTILITY COMPANY 0 0 0 1 TYMBER CREEK UTILITIES, INCORPORATED 0 0 0 0 UTILITIES, INC. OF FLORIDA 0 0 0 0 0 UTILITIES, INC. OF FLORIDA <t< td=""><td>NI FLORIDA, LLC</td><td>0</td><td>0</td><td>0</td><td>6</td></t<>	NI FLORIDA, LLC	0	0	0	6	
PINECREST RANCHES, INC. 1 0 1 1 PLACID LAKES UTILITIES, INC. 0 0 0 0 1 PLANTATION BAY UTILITY CO. 0 0 0 0 1 PLURIS WEDGEFIELD, INC. 0 0 0 0 5 ROYAL UTILITY COMPANY 0 0 0 8 SANLANDO UTILITIES CORPORATION 1 2 3 4 SUNNY HILLS UTILITY COMPANY 1 0 1 2 SUNNY SHORES WATER CO., INC. 0 0 0 2 SUNRISE UTILITIES, LLC 0 0 0 4 SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. 0 0 0 5 THE WOODS UTILITY COMPANY 0 0 0 1 TYMBER CREEK UTILITIES, INCORPORATED 0 0 0 0 TYMBER CREEK UTILITIES, INCORPORATED 0 0 0 0 0 UTILITIES, INC. OF FLORIDA 0 0 0 0	PARK WATER COMPANY	0	0	0	1	
PLACID LAKES UTILITIES, 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 8 SANLANDO UTILITIES CORPORATION 1 2 3 4 SUNNY HILLS UTILITY COMPANY 1 0 1 2 SUNRISE UTILITIES, LLC 0 0 0 2 SUNRISE UTILITIES, LLC 0 0 0 4 SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. 0 0 0 5 THE WOODS UTILITY COMPANY 0 0 0 1 TYMBER CREEK UTILITIES, INCORPORATED 0 0 0 7 UTILITIES, INC. OF FLORIDA 0 0 0 0 3 UTILITIES, INC. OF FLORIDA 0 0 0 0 0 0	PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	1	1	2	
PLANTATION BAY UTILITY CO. 0 0 0 1 PLURIS WEDGEFIELD, INC. 0 0 0 5 ROYAL UTILITY COMPANY 0 0 0 8 SANLANDO UTILITIES CORPORATION 1 2 3 4 SUNNY HILLS UTILITY COMPANY 1 0 1 2 SUNNY SHORES WATER CO., INC. 0 0 0 0 2 SUNRISE UTILITIES, LLC 0 0 0 0 4 SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. 0 0 0 5 THE WOODS UTILITY COMPANY 0 0 0 1 TYMBER CREEK UTILITIES, INCORPORATED 0 0 0 7 UTILITIES, INC. OF FLORIDA 0 0 0 3 UTILITIES, INC. OF FLORIDA 0 0 0 0	PINECREST RANCHES, INC.	1	0	1	1	
PLURIS WEDGEFIELD, INC. 0 0 0 5 ROYAL UTILITY COMPANY 0 0 0 8 SANLANDO UTILITIES CORPORATION 1 2 3 4 SUNNY HILLS UTILITY COMPANY 1 0 1 2 SUNNY SHORES WATER CO., INC. 0 0 0 2 SUNRISE UTILITIES, LLC 0 0 0 4 SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. 0 0 0 5 THE WOODS UTILITY COMPANY 0 0 0 1 TLP WATER, INC. 0 0 0 1 TYMBER CREEK UTILITIES, INCORPORATED 0 0 0 7 UTILITIES, INC. OF FLORIDA 0 0 0 3 UTILITIES, INC. OF FLORIDA 0 0 0 4	PLACID LAKES UTILITIES, INC.	0	0	0	1	
ROYAL UTILITY COMPANY 0 0 0 8 SANLANDO UTILITIES CORPORATION 1 2 3 4 SUNNY HILLS UTILITY COMPANY 1 0 1 2 SUNNY SHORES WATER CO., INC. 0 0 0 2 SUNRISE UTILITIES, LLC 0 0 0 4 SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. 0 0 0 5 THE WOODS UTILITY COMPANY 0 0 0 1 TLP WATER, INC. 0 0 0 1 TYMBER CREEK UTILITIES, INCORPORATED 0 0 0 7 UTILITIES, INC. OF FLORIDA 0 0 0 3 UTILITIES, INC. OF FLORIDA 0 0 0 4	PLANTATION BAY UTILITY CO.	0	0	0	1	
SANLANDO UTILITIES CORPORATION 1 2 3 4 SUNNY HILLS UTILITY COMPANY 1 0 1 2 SUNNY SHORES WATER CO., INC. 0 0 0 0 2 SUNRISE UTILITIES, LLC 0 0 0 0 4 SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. 0 0 0 5 THE WOODS UTILITY COMPANY 0 0 0 0 1 TLP WATER, INC. 0 0 0 0 1 TYMBER CREEK UTILITIES, INCORPORATED 0 0 0 0 7 UTILITIES, INC. OF FLORIDA 0 0 0 0 3 UTILITIES, INC. OF FLORIDA 0 0 0 0 4	PLURIS WEDGEFIELD, INC.	0	0	0	5	
SUNNY HILLS UTILITY COMPANY 1 0 1 2 SUNNY SHORES WATER CO., INC. 0 0 0 0 2 SUNRISE UTILITIES, LLC 0 0 0 0 4 SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. 0 0 0 5 THE WOODS UTILITY COMPANY 0 0 0 1 TLP WATER, INC. 0 0 0 0 1 TYMBER CREEK UTILITIES, INCORPORATED 0 0 0 7 UTILITIES, INC. OF FLORIDA 0 0 0 3 UTILITIES, INC. OF FLORIDA 0 0 0 4	ROYAL UTILITY COMPANY	0	0	0	8	
SUNNY SHORES WATER CO., INC. 0 0 0 2 SUNRISE UTILITIES, LLC 0 0 0 0 4 SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. 0 0 0 0 5 THE WOODS UTILITY COMPANY 0 0 0 0 1 TLP WATER, INC. 0 0 0 0 1 TYMBER CREEK UTILITIES, INCORPORATED 0 0 0 7 UTILITIES, INC. OF FLORIDA 0 0 0 3 UTILITIES, INC. OF FLORIDA 0 0 0 0	SANLANDO UTILITIES CORPORATION	1	2	3	4	
SUNRISE UTILITIES, LLC 0 0 0 4 SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. 0 0 0 0 5 THE WOODS UTILITY COMPANY 0 0 0 0 1 TLP WATER, INC. 0 0 0 0 1 TYMBER CREEK UTILITIES, INCORPORATED 0 0 0 0 7 UTILITIES, INC. OF FLORIDA 0 0 0 3 UTILITIES, INC. OF FLORIDA 0 0 0 0 4	SUNNY HILLS UTILITY COMPANY	1	0	1	2	
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. 0 0 0 0 5 THE WOODS UTILITY COMPANY 0 0 0 0 1 TLP WATER, INC. 0 0 0 0 1 TYMBER CREEK UTILITIES, INCORPORATED 0 0 0 0 7 UTILITIES, INC. OF FLORIDA 0 0 0 0 3 UTILITIES, INC. OF FLORIDA 0 0 0 0 4	SUNNY SHORES WATER CO., INC.	0	0	0	2	
THE WOODS UTILITY COMPANY 0 0 0 1 TLP WATER, INC. 0 0 0 0 1 TYMBER CREEK UTILITIES, INCORPORATED 0 0 0 0 7 UTILITIES, INC. OF FLORIDA 0 0 0 0 3 UTILITIES, INC. OF FLORIDA 0 0 0 0 4	SUNRISE UTILITIES, LLC	0	0	0	4	
TLP WATER, INC. 0 0 0 1 TYMBER CREEK UTILITIES, INCORPORATED 0 0 0 0 7 UTILITIES, INC. OF FLORIDA 0 0 0 0 3 UTILITIES, INC. OF FLORIDA 0 0 0 0 4	SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	5	
TYMBER CREEK UTILITIES, INCORPORATED 0 0 0 7 UTILITIES, INC. OF FLORIDA 0 0 0 3 UTILITIES, INC. OF FLORIDA 0 0 0 4	THE WOODS UTILITY COMPANY	0	0	0	1	
UTILITIES, INC. OF FLORIDA 0 0 0 3 UTILITIES, INC. OF FLORIDA 0 0 0 4	TLP WATER, INC.	0	0	0	1	
UTILITIES, INC. OF FLORIDA 0 0 0 4	TYMBER CREEK UTILITIES, INCORPORATED	0	0	0	7	
UTILITIES, INC. OF FLORIDA 0 0 0 4	·	0	0	0	3	
VIEW VENDO DAG OF EV ODD	UTILITIES, INC. OF FLORIDA	0	0	0		
	UTILITIES, INC. OF FLORIDA	0	0	0		

Water & Wastewater Companies

		Complaints Logged			
	Service*	Billing*	Total	Y-T-D	
UTILITIES, INC. OF PENNBROOKE	0	0	0	1	
WATER MANAGEMENT SERVICES, INC.	0	0	0	2	
WEST LAKELAND WASTEWATER, INC.	0	0	0	6	
WINDSTREAM UTILITIES COMPANY	0	0	0	2	
TOTALS**	4	9	13	134	

^{*}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.