



FLORIDA  
PUBLIC  
SERVICE  
COMMISSION

# **CONSUMER ACTIVITY REPORT**

## **December 2022**

## 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 & 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](mailto: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 2022

<b>Complaints Received &amp; Entered into CATS</b>		<b>644</b>
Electric	52	
Gas	8	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	13	
<b>Non-certificated Company Complaints Logged</b>		<b>0</b>
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
<b>Telephone Transfer-Connects (Calls Transferred to Utilities)</b>		<b>421</b>
Electric	416	
Gas	5	
Telecommunications	0	
Water/Wastewater	0	
<b>E-Transfers (E-mails sent to Utilities from the PSC Web site)</b>		<b>70</b>
Electric	67	
Gas	3	
Telecommunications	0	
Water/Wastewater	0	
<b>Cases Received / Closed Under 3 Day Rule</b>		<b>80</b>
Electric	78	
Gas	2	
Telecommunications	0	
Water/Wastewater	0	
<b>Consumer Contacts Received &amp; Entered into CATS.</b>		<b>1252</b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>1896</b>

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	459	748	1207
Mail	1	5	6
Internet	184	498	682
Fax	0	1	1
<b>Total</b>	<b>644</b>	<b>1252</b>	<b>1896</b>

## Cases by Industry

**December 2022**

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	52	8%	574	46%
Natural Gas	8	1%	19	2%
Telecommunications	0	0%	98	8%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	13	2%	39	3%
Non-certificated Company Cases logged**	0	0%	522	42%
Telephone Transfer-Connects (Calls Transferred to Utilities)	421	65%		
E-Transfers	70	11%		
Cases Received & Closed by 3 Day Rule	80	12%		
<b>Total</b>	<b>644</b>	<b>100%</b>	<b>1252</b>	<b>100%</b>

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

**December 2022**

<b>County</b>	<b>Cases</b>	<b>County</b>	<b>Cases</b>	<b>County</b>	<b>Cases</b>	<b>County</b>	<b>Cases</b>
N/A	10	Escambia	35	Lafayette	0	Pasco	13
Alachua	0	Flagler	12	Lake	9	Pinellas	28
Baker	0	Franklin	0	Lee	23	Polk	19
Bay	13	Gadsden	0	Leon	1	Putnam	2
Bradford	0	Gilchrist	0	Levy	1	Saint Johns	3
Brevard	48	Glades	0	Liberty	1	Saint Lucie	15
Broward	78	Gulf	0	Madison	0	Santa Rosa	10
Calhoun	0	Hamilton	0	Manatee	14	Sarasota	14
Charlotte	18	Hardee	0	Marion	7	Seminole	16
Citrus	4	Hendry	3	Martin	10	Sumter	1
Clay	0	Hernando	0	Monroe	0	Suwannee	2
Collier	14	Highlands	3	Nassau	5	Taylor	1
Columbia	1	Hillsborough	10	Okaloosa	9	Union	0
Dade	0	Holmes	0	Okeechobee	2	Volusia	35
DeSoto	2	Indian River	6	Orange	22	Wakulla	2
Dixie	0	Jackson	2	Osceola	0	Walton	2
Duval	3	Jefferson	0	Palm Beach	47	Washington	2

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 - December 2022

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	10	18	28	309
Florida Power & Light Company	11	5	16	435
Florida Public Utilities Company	0	4	4	28
Tampa Electric Company	1	3	4	65
<b>TOTALS**</b>	<b>22</b>	<b>30</b>	<b>52</b>	<b>837</b>

\*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 2022

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	0	0	13
Florida Division of Chesapeake Utilities Corporation	0	1	1	7
Florida Public Utilities Company	2	3	5	58
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Florida Public Utilities Company - Indiantown Division	0	0	0	2
Peoples Gas System	0	2	2	13
St. Joe Natural Gas Company, Inc.	0	0	0	1
<b>TOTALS**</b>	<b>2</b>	<b>6</b>	<b>8</b>	<b>95</b>

\*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 - December 2022

Company Name	Month	Y-T-D
TOTALS**	0	0
<p>**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.</p>		



## Relay Service Complaints

### Complaint Activity - December 2022

Company Name	Month	Y-T-D
TOTALS**	0	0
<p>**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.</p>		

# Pay Telephone Complaints

## Complaint Activity - December 2022

<b>Company Name</b>	<b>Service*</b>	<b>Billing*</b>	<b>Total</b>	<b>Y-T-D</b>
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 - December 2022

Company Name	Service*	Billing*	Total	Y-T-D
Alturas Water, LLC	0	0	0	7
CAP Utilities, LLC	0	0	0	1
CHC VII, Ltd.	1	0	1	1
Coral Cay Water & Sewer Company	0	0	0	2
Crestridge Utilities, LLC	0	0	0	3
CSWR-Florida Utility Operating Company, LLC	0	3	3	6
FIMC Hideaway, Inc.	0	0	0	1
Florida Community Water Systems, Inc.	0	0	0	1
Gator Waterworks, Inc.	0	0	0	2
Grenelefe Resort Utility, Inc.	0	0	0	2
HC Waterworks, Inc.	0	0	0	94
Heather Hills Utilities, LLC	1	0	1	2
Holiday Gardens Utilities, LLC	0	0	0	2
LP Waterworks, Inc.	0	0	0	1
McLeod Gardens Utilities, LLC	0	0	0	1
Neighborhood Utilities, Inc.	0	0	0	1
OB Utility Systems, L.L.C.	0	0	0	1
Ocala Palms Utilities, LLC	1	0	1	3
Orchid Springs Development Corporation	0	0	0	1
Palm Valley Utilities	0	0	0	1
Parkland Utilities, Inc.	0	0	0	1
Peoples Water Service Company of Florida, Inc.	0	2	2	4
Pinecrest Utilities, LLC	0	0	0	1
Placid Lakes Utilities, Inc.	0	0	0	1
Pluris Wedgefield, LLC	0	1	1	2
River Grove Utilities, Inc.	0	0	0	1
RSPI MHC, LLC	0	0	0	1
S. V. Utilities, Ltd.	3	0	3	8
Sebring Ridge Utilities, Inc.	0	0	0	1
Seminole Waterworks, Inc.	1	0	1	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 - December 2022

<b>Company Name</b>	<b>Service*</b>	<b>Billing*</b>	<b>Total</b>	<b>Y-T-D</b>
Sunny Hills Utility Company	0	0	0	1
Sunrise Water, LLC	0	0	0	1
Sunshine Utilities of Central Florida, Inc.	0	0	0	1
Sunshine Water Services	0	0	0	16
Tradewinds Utilities, Inc.	0	0	0	1
Water Management Services, Inc.	0	0	0	2
<b>TOTALS**</b>	<b>7</b>	<b>6</b>	<b>13</b>	<b>177</b>

\*\*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.