



CONSUMER ACTIVITY REPORT

December 2023

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
- * Or WRITE to:

Florida Public Service Commission
Office of Consumer Assistance & Outreach
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview

December 2023

Complaints Received & Entered into CATS		860
Electric	55	
Gas	6	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	51	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		568
Electric	561	
Gas	7	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		54
Electric	54	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		126
Electric	126	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		830
Total New Cases Received & Entered into CATS		1690

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	611	504	1115
Mail	1	4	5
Internet	248	321	569
Fax	0	1	1
Total	860	830	1690

Cases by Industry

December 2023

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	54	6%	355	43%
Natural Gas	6	1%	16	2%
Telecommunications	0	0%	89	11%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	51	6%	49	6%
Non-certificated Company Cases logged**	0	0%	321	39%
Telephone Transfer-Connects (Calls Transferred to Utilities)	568	66%		
E-Transfers	54	6%		
Cases Received & Closed by 3 Day Rule	126	15%		
Total	860	100%	830	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

December 2023

County	Cases	County	Cases	County	Cases	County	Cases
N/A	268	Escambia	22	Lafayette	0	Pasco	8
Alachua	1	Flagler	5	Lake	2	Pinellas	31
Baker	0	Franklin	0	Lee	23	Polk	53
Bay	12	Gadsden	0	Leon	0	Putnam	0
Bradford	0	Gilchrist	0	Levy	0	Saint Johns	6
Brevard	38	Glades	0	Liberty	0	Saint Lucie	18
Broward	63	Gulf	1	Madison	0	Santa Rosa	11
Calhoun	0	Hamilton	0	Manatee	9	Sarasota	21
Charlotte	8	Hardee	0	Marion	1	Seminole	12
Citrus	1	Hendry	2	Martin	6	Sumter	0
Clay	0	Hernando	0	Monroe	1	Suwannee	0
Collier	8	Highlands	2	Nassau	1	Taylor	3
Columbia	0	Hillsborough	12	Okaloosa	4	Union	0
Dade	0	Holmes	0	Okeechobee	0	Volusia	27
DeSoto	2	Indian River	16	Orange	21	Wakulla	0
Dixie	0	Jackson	1	Osceola	1	Walton	1
Duval	0	Jefferson	2	Palm Beach	56	Washington	0

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 2023

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	12	17	29	540
Florida Power & Light Company	6	13	19	175
Florida Public Utilities Company	1	1	2	30
Tampa Electric Company	2	2	4	141
TOTALS**	21	33	54	886

*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 2023

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	0	0	2
Florida Division of Chesapeake Utilities Corporation	0	0	0	1
Florida Public Utilities Company	1	0	1	38
Florida Public Utilities Company - Indiantown Division	0	0	0	1
Peoples Gas System	0	0	0	1
Peoples Gas System, Inc.	2	2	4	21
St. Joe Natural Gas Company, Inc.	1	0	1	3
TOTALS**	4	2	6	67

*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 2023

Company Name	Month	Y-T-D
CenturyLink of Florida, Inc.	0	1
TOTALS**	0	1

**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 - December 2023

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 2023

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 - December 2023

Company Name	Service*	Billing*	Total	Y-T-D
A Utility Inc.	0	0	0	1
CAP Utilities, LLC	0	0	0	1
Cedar Acres Inc	0	0	0	1
Charlie Creek Utilities, LLC	0	0	0	2
Cobblestone II RVG LLC d/b/a River Grove Utility	0	1	1	3
Crestridge Utilities, LLC	1	0	1	6
CSWR-Florida Utility Operating Company, LLC	0	0	0	15
East Marion Utilities, LLC	0	0	0	2
Florida Community Water Systems, Inc.	0	0	0	3
Grenelefe Resort Utility, Inc.	42	0	42	44
Grenelefe Utility	0	0	0	1
Hash Utilities, LLC	0	0	0	1
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
Lake Yale Utilities, LLC	0	0	0	1
Leighton Estates Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	0	0	2
McLeod Gardens Utilities, LLC	0	0	0	6
MFL Utility Systems, L.L.C.	0	0	0	13
Mobile Manor Water Company, Inc.	0	0	0	1
Ni Florida, Inc.	0	0	0	2
North Florida Community Water Systems, Inc.	0	0	0	5
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	3
Peoples Water Service Company of Florida, Inc.	0	0	0	2
Placid Lakes Utilities, Inc.	0	0	0	8
Pluris Wedgefield, LLC	0	0	0	13
Royal Waterworks, Inc.	1	0	1	1

**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 2023

Company Name	Service*	Billing*	Total	Y-T-D
RSPI MHC, LLC	0	0	0	1
S. V. Utilities, Ltd.	6	0	6	7
Sunlake Estates Utilities, L.L.C.	0	0	0	1
Sunny Shores Utilities, LLC	0	0	0	2
Sunrise Water, LLC	0	0	0	2
Sunshine Water Services	0	0	0	28
Tymber Creek Utilities, Incorporated	0	0	0	1
Water Management Services, Inc.	0	0	0	1
Water Oak Utility	0	0	0	1
TOTALS**	50	1	51	187

**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.