



# **CONSUMER ACTIVITY REPORT**

## **December 2024**

## 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 2024

<b>Complaints Received &amp; Entered into CATS</b>		<b>785</b>
Electric	28	
Gas	5	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	17	
<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>547</b>
Electric	533	
Gas	14	
Telecommunications	0	
Water/Wastewater	0	
<b>E-Transfers (E-mails sent to Utilities from the PSC Web site)</b>		<b>73</b>
Electric	73	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
<b>Cases Received / Closed Under 3 Day Rule</b>		<b>115</b>
Electric	114	
Gas	1	
Telecommunications	0	
Water/Wastewater	0	
<b>Consumer Contacts Received &amp; Entered into CATS.</b>		<b>882</b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>1667</b>

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	569	625	1194
Mail	0	4	4
Internet	216	253	469
Fax	0	0	0
<b>Total</b>	<b>785</b>	<b>882</b>	<b>1667</b>

## Cases by Industry

**December 2024**

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	27	3%	249	28%
Natural Gas	5	1%	13	1%
Telecommunications	0	0%	157	18%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	17	2%	64	7%
Non-certificated Company Cases logged**	0	0%	399	45%
Telephone Transfer-Connects (Calls Transferred to Utilities)	547	70%		
E-Transfers	73	9%		
Cases Received & Closed by 3 Day Rule	115	15%		
<b>Total</b>	<b>785</b>	<b>100%</b>	<b>882</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 2024**

<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	297	Escambia	21	Lafayette	0	Pasco	6
Alachua	1	Flagler	7	Lake	7	Pinellas	38
Baker	0	Franklin	1	Lee	18	Polk	16
Bay	10	Gadsden	0	Leon	0	Putnam	1
Bradford	0	Gilchrist	1	Levy	1	Saint Johns	4
Brevard	20	Glades	0	Liberty	0	Saint Lucie	7
Broward	59	Gulf	0	Madison	0	Santa Rosa	7
Calhoun	0	Hamilton	0	Manatee	12	Sarasota	14
Charlotte	6	Hardee	0	Marion	2	Seminole	16
Citrus	5	Hendry	0	Martin	2	Sumter	0
Clay	0	Hernando	0	Monroe	0	Suwannee	0
Collier	12	Highlands	0	Nassau	4	Taylor	1
Columbia	2	Hillsborough	25	Okaloosa	6	Union	0
DeSoto	2	Holmes	1	Okeechobee	3	Volusia	28
Dixie	0	Indian River	8	Orange	18	Wakulla	1
Duval	0	Jackson	0	Osceola	2	Walton	0
Miami-Dade	61	Jefferson	0	Palm Beach	30	Washington	1

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 2024

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	2	6	8	305
Florida Power & Light Company	2	4	6	163
Florida Public Utilities Company	2	2	4	34
Tampa Electric Company	4	5	9	88
<b>TOTALS**</b>	<b>10</b>	<b>17</b>	<b>27</b>	<b>590</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 2024

<b>Company Name</b>	<b>Service*</b>	<b>Billing*</b>	<b>Total</b>	<b>Y-T-D</b>
Florida City Gas	0	1	1	1
Florida Public Utilities Company	0	1	1	36
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Peoples Gas System, Inc.	2	1	3	27
Sebring Gas System, Inc.	0	0	0	1
St. Joe Natural Gas Company, Inc.	0	0	0	2
<b>TOTALS**</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>68</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 2024

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 2024

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 2024

<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 2024

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	0	0	3
Cedar Acres Inc	0	0	0	1
CHC VII, Ltd.	0	0	0	2
Consolidated Water Works	0	1	1	3
Crestridge Utilities, LLC	0	0	0	3
CSWR-Florida Utility Operating Company, LLC	1	0	1	51
FIMC Hideaway, Inc.	0	0	0	1
Florida Community Water Systems, Inc.	0	0	0	19
Gold Coast Utility Corp.	0	1	1	6
Grenelefe Resort Utility, Inc.	1	1	2	6
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	1	0	1	2
Little Gasparilla Water Utility, Inc.	0	0	0	1
McLeod Gardens Utilities, LLC	0	0	0	1
MFL Utility Systems, L.L.C.	0	0	0	1
Ni Florida, Inc.	0	1	1	1
North Florida Community Water Systems, Inc.	0	0	0	4
Orange Land Utilities, LLC	0	0	0	1
Orchid Springs Development Corporation	1	0	1	1
Peoples Water Service Company of Florida, Inc.	1	0	1	9
Pinecrest Utilities, LLC	0	0	0	1
Pluris Wedgefield, LLC	0	0	0	3
Royal Waterworks, Inc.	0	0	0	2
S. V. Utilities, Ltd.	2	0	2	4
Southwest Ocala Utility, Inc.	0	0	0	2
St. Johns River Estates Utilities, LLC	0	0	0	1
Sunny Shores Utilities, LLC	0	0	0	1
Sunrise Water, LLC	0	0	0	2
Sunshine Water Services	1	3	4	21
Suwannee Valley Utilities, LLC	0	1	1	13

\*\*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 2024

Company Name	Service*	Billing*	Total	Y-T-D
Useppa Island Utility, Inc.	0	0	0	2
Vantage Oaks Utility, LLC	0	1	1	1
Water Management Services, Inc.	0	0	0	1
Wildwood Water Company	0	0	0	2
<b>TOTALS**</b>	<b>8</b>	<b>9</b>	<b>17</b>	<b>173</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.

