



# **CONSUMER ACTIVITY REPORT**

## **December 2025**

## **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 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  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

# Consumer Activity Overview

December 2025

<b>Complaints Received &amp; Entered into CATS</b>		<b>983</b>
Electric	75	
Gas	41	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	30	
<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>517</b>	
Electric	502	
Gas	15	
Telecommunications	0	
Water/Wastewater	0	
<b>E-Transfers (E-mails sent to Utilities from the PSC Web site)</b>	<b>110</b>	
Electric	103	
Gas	7	
Telecommunications	0	
Water/Wastewater	0	
<b>Cases Received / Closed Under 3 Day Rule</b>	<b>210</b>	
Electric	199	
Gas	11	
Telecommunications	0	
Water/Wastewater	0	
<b>Consumer Contacts Received &amp; Entered into CATS.</b>	<b>771</b>	
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>1754</b>

<b>Cases Were Received</b>	<b>Complaints</b>	<b>Consumer Contact</b>	<b>Total Cases</b>
Phone	574	424	998
Mail	5	8	13
Internet	404	339	743
Fax	0	0	0
<b>Total</b>	<b>983</b>	<b>771</b>	<b>1754</b>

## Cases by Industry

**December 2025**

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	72	7%	308	40%
Natural Gas	41	4%	17	2%
Telecommunications	0	0%	123	16%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	30	3%	72	9%
Non-certificated Company Cases logged**	0	0%	251	33%
Telephone Transfer-Connects (Calls Transferred to Utilities)	517	53%		
E-Transfers	110	11%		
Cases Received & Closed by 3 Day Rule	210	21%		
<b>Total</b>	<b>983</b>	<b>100%</b>	<b>771</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 2025**

<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	186	Escambia	41	Lafayette	0	Pasco	11
Alachua	5	Flagler	9	Lake	14	Pinellas	47
Baker	0	Franklin	1	Lee	18	Polk	44
Bay	10	Gadsden	1	Leon	0	Putnam	3
Bradford	2	Gilchrist	0	Levy	2	Saint Johns	0
Brevard	45	Glades	0	Liberty	0	Saint Lucie	19
Broward	82	Gulf	1	Madison	1	Santa Rosa	7
Calhoun	0	Hamilton	0	Manatee	18	Sarasota	9
Charlotte	9	Hardee	0	Marion	25	Seminole	20
Citrus	9	Hendry	1	Martin	10	Sumter	2
Clay	0	Hernando	0	Monroe	0	Suwannee	0
Collier	7	Highlands	5	Nassau	4	Taylor	2
Columbia	1	Hillsborough	32	Okaloosa	4	Union	1
DeSoto	3	Holmes	0	Okeechobee	1	Volusia	53
Dixie	0	Indian River	11	Orange	31	Wakulla	0
Duval	1	Jackson	19	Osceola	2	Walton	3
Miami-Dade	74	Jefferson	2	Palm Beach	73	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 2025

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	10	23	33	301
Florida Power & Light Company	5	12	17	185
Florida Public Utilities Company	3	10	13	102
Tampa Electric Company	3	6	9	228
TOTALS**	21	51	72	816

\*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 2025

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	4	8	12	25
Florida Division of Chesapeake Utilities Corporation	0	1	1	6
Florida Public Utilities Company	3	25	28	161
Florida Public Utilities Company - Indiantown Division	0	0	0	1
Peoples Gas System, Inc.	0	0	0	14
St. Joe Natural Gas Company, Inc.	0	0	0	3
<b>TOTALS**</b>	<b>7</b>	<b>34</b>	<b>41</b>	<b>210</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 2025

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 2025

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 2025

Company Name	Service*	Billing*	Total	Y-T-D
TOTALS**	0	0	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>				

## Water & Wastewater Companies

### Complaint Activity - December 2025

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	0	0	3
Cedar Acres Inc	0	0	0	1
Cobblestone II RVG LLC d/b/a River Grove Utility	0	0	0	1
Consolidated Water Works, Inc.	0	0	0	1
Coral Cay Water & Sewer Company	0	0	0	1
CPI Citrus Park Utility TRS, L.L.C.	0	0	0	1
Crestridge Utilities, LLC	0	0	0	2
CSWR-Florida Utility Operating Company, LLC	16	2	18	80
East Marion Utilities, LLC	0	0	0	1
FIMC Hideaway, Inc.	0	0	0	1
Florida Community Water Systems, Inc.	0	1	1	1
Gold Coast Utility Corp.	1	0	1	2
Grenelefe Resort Utility, Inc.	1	0	1	5
Gulfstream Utility LLC	0	1	1	1
Hash Utilities, LLC	0	0	0	1
HC Waterworks, Inc.	0	0	0	3
Heather Hills Utilities, LLC	0	0	0	2
Holiday Gardens Utilities, LLC	0	0	0	2
K W Resort Utilities Corp.	0	0	0	2
Leighton Estates Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	0	0	1
Marion Utilities, Inc.	0	0	0	1
Mobile Manor Water Company, Inc.	0	0	0	1
NC Real Estate Projects, LLC d/b/a Grenelefe Utility	0	0	0	3
Ni Florida, Inc.	0	0	0	9
North Florida Community Water Systems, Inc.	0	0	0	5
Orange Land Utilities, LLC	0	0	0	6
Orchid Springs Development Corporation	0	0	0	3
Palm Valley Utilities	0	1	1	2
Parkland Utilities, Inc.	0	0	0	61

\*\*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 2025

Company Name	Service*	Billing*	Total	Y-T-D
Peoples Water Service Company of Florida, Inc.	1	0	1	10
Pluris Wedgefield, LLC	0	1	1	5
S. V. Utilities, Ltd.	0	0	0	2
Southwest Ocala Utility, Inc.	0	0	0	4
Sunrise Water, LLC	0	0	0	1
Sunshine Water Services	2	3	5	72
Suwannee Valley Utilities, LLC	0	0	0	1
<b>TOTALS**</b>	<b>21</b>	<b>9</b>	<b>30</b>	<b>299</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.