



CONSUMER ACTIVITY REPORT

February 2023

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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

February 2023

Complaints Received & Entered into CATS	691
Electric	51
Gas	9
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	9
Non-certificated Company Complaints Logged	0
Electric	0
Gas	0
Telecommunications	0
Water/Wastewater	0
Telephone Transfer-Connects (Calls Transferred to Utilities)	384
Electric	379
Gas	5
Telecommunications	0
Water/Wastewater	0
E-Transfers (E-mails sent to Utilities from the PSC Web site)	137
Electric	54
Gas	83
Telecommunications	0
Water/Wastewater	0
Cases Received / Closed Under 3 Day Rule	101
Electric	98
Gas	3
Telecommunications	0
Water/Wastewater	0
Consumer Contacts Received & Entered into CATS.	1242
Total New Cases Received & Entered into CATS	1933

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	435	714	1149
Mail	3	14	17
Internet	253	514	767
Fax	0	0	0
Total	691	1242	1933

Cases by Industry

February 2023

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	51	7%	637	51%
Natural Gas	9	1%	21	2%
Telecommunications	0	0%	119	10%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	9	1%	47	4%
Non-certificated Company Cases logged**	0	0%	418	34%
Telephone Transfer-Connects (Calls Transferred to Utilities)	384	56%		
E-Transfers	137	20%		
Cases Received & Closed by 3 Day Rule	101	15%		
Total	691	100%	1242	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

February 2023

County	Cases	County	Cases	County	Cases	County	Cases
N/A	32	Escambia	35	Lafayette	0	Pasco	5
Alachua	1	Flagler	6	Lake	6	Pinellas	21
Baker	1	Franklin	1	Lee	34	Polk	97
Bay	13	Gadsden	0	Leon	0	Putnam	1
Bradford	1	Gilchrist	0	Levy	0	Saint Johns	9
Brevard	33	Glades	0	Liberty	0	Saint Lucie	10
Broward	51	Gulf	1	Madison	0	Santa Rosa	5
Calhoun	0	Hamilton	2	Manatee	17	Sarasota	25
Charlotte	9	Hardee	0	Marion	3	Seminole	21
Citrus	4	Hendry	1	Martin	6	Sumter	3
Clay	0	Hernando	0	Monroe	0	Suwannee	0
Collier	9	Highlands	3	Nassau	4	Taylor	1
Columbia	1	Hillsborough	17	Okaloosa	9	Union	0
Dade	0	Holmes	0	Okeechobee	3	Volusia	36
DeSoto	2	Indian River	7	Orange	17	Wakulla	2
Dixie	1	Jackson	6	Osceola	3	Walton	2
Duval	0	Jefferson	1	Palm Beach	47	Washington	3

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 - February 2023

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	6	21	27	70
Florida Power & Light Company	3	8	11	25
Florida Public Utilities Company	0	6	6	10
Tampa Electric Company	3	4	7	16
TOTALS**	12	39	51	121

*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 - February 2023

Company Name	Service*	Billing*	Total	Y-T-D
Florida Public Utilities Company	3	4	7	13
Peoples Gas System	2	0	2	4
TOTALS**	5	4	9	17

*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 - February 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>		

Relay Service Complaints

Complaint Activity - February 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 - February 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 - February 2023

Company Name	Service*	Billing*	Total	Y-T-D
Cobblestone II RVG LLC d/b/a River Grove Utility	0	0	0	1
Grenelefe Resort Utility, Inc.	1	0	1	1
LP Waterworks, Inc.	0	0	0	1
Mobile Manor Water Company, Inc.	0	0	0	1
Orchid Springs Development Corporation	0	1	1	1
Palm Valley Utilities	0	2	2	3
Placid Lakes Utilities, Inc.	1	0	1	1
Pluris Wedgefield, LLC	1	0	1	1
S. V. Utilities, Ltd.	0	0	0	1
Sunlake Estates Utilities, L.L.C.	0	0	0	1
Sunny Hills Utility Company	0	1	1	1
Sunny Shores Water Co.	0	1	1	1
Sunrise Water, LLC	0	1	1	1
Sunshine Water Services	0	0	0	3
TOTALS**	3	6	9	18

**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.