



CONSUMER ACTIVITY REPORT

February 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	10

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 2024

Complaints Received & Entered into CATS	851
Electric	67
Gas	3
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	22
Non-certificated Company Complaints Logged	0
Electric	0
Gas	0
Telecommunications	0
Water/Wastewater	0
Telephone Transfer-Connects (Calls Transferred to Utilities)	548
Electric	538
Gas	10
Telecommunications	0
Water/Wastewater	0
E-Transfers (E-mails sent to Utilities from the PSC Web site)	77
Electric	75
Gas	2
Telecommunications	0
Water/Wastewater	0
Cases Received / Closed Under 3 Day Rule	134
Electric	133
Gas	1
Telecommunications	0
Water/Wastewater	0
Consumer Contacts Received & Entered into CATS.	1044
Total New Cases Received & Entered into CATS	1895

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	587	710	1297
Mail	3	3	6
Internet	261	331	592
Fax	0	0	0
Total	851	1044	1895

Cases by Industry

February 2024

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	67	8%	354	34%
Natural Gas	3	0%	19	2%
Telecommunications	0	0%	149	14%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	22	3%	69	7%
Non-certificated Company Cases logged**	0	0%	452	43%
Telephone Transfer-Connects (Calls Transferred to Utilities)	548	64%		
E-Transfers	77	9%		
Cases Received & Closed by 3 Day Rule	134	16%		
Total	851	100%	1044	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 2024

County	Cases	County	Cases	County	Cases	County	Cases
N/A	270	Escambia	25	Lafayette	0	Pasco	5
Alachua	1	Flagler	12	Lake	16	Pinellas	32
Baker	2	Franklin	0	Lee	23	Polk	11
Bay	4	Gadsden	0	Leon	0	Putnam	0
Bradford	0	Gilchrist	0	Levy	0	Saint Johns	1
Brevard	44	Glades	0	Liberty	0	Saint Lucie	11
Broward	79	Gulf	3	Madison	0	Santa Rosa	11
Calhoun	0	Hamilton	0	Manatee	12	Sarasota	15
Charlotte	9	Hardee	0	Marion	10	Seminole	10
Citrus	7	Hendry	0	Martin	4	Sumter	1
Clay	0	Hernando	0	Monroe	0	Suwannee	0
Collier	8	Highlands	4	Nassau	5	Taylor	1
Columbia	0	Hillsborough	3	Okaloosa	17	Union	0
Dade	0	Holmes	1	Okeechobee	2	Volusia	26
DeSoto	0	Indian River	19	Orange	19	Wakulla	0
Dixie	0	Jackson	0	Osceola	2	Walton	0
Duval	2	Jefferson	0	Palm Beach	56	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 - February 2024

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	14	25	39	74
Florida Power & Light Company	5	18	23	39
Florida Public Utilities Company	0	5	5	9
Tampa Electric Company	0	0	0	3
TOTALS**	19	48	67	125

*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 2024

Company Name	Service*	Billing*	Total	Y-T-D
Florida Public Utilities Company	1	0	1	3
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Peoples Gas System, Inc.	1	0	1	2
St. Joe Natural Gas Company, Inc.	0	1	1	1
TOTALS**	2	1	3	7

*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 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 - February 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 - February 2024

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 2024

Company Name	Service*	Billing*	Total	Y-T-D
CHC VII, Ltd.	1	0	1	1
CSWR-Florida Utility Operating Company, LLC	4	1	5	9
Florida Community Water Systems, Inc.	8	3	11	13
McLeod Gardens Utilities, LLC	0	1	1	1
Peoples Water Service Company of Florida, Inc.	1	0	1	1
Pinecrest Utilities, LLC	0	0	0	1
Pluris Wedgefield, LLC	0	0	0	1
Sunny Shores Utilities, LLC	0	0	0	1
Sunshine Water Services	0	3	3	3
TOTALS**	14	8	22	31

**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.