



FLORIDA
PUBLIC
SERVICE
COMMISSION

CONSUMER ACTIVITY REPORT

January 2022

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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

January 2022

Complaints Received & Entered into CATS	753
Electric	53
Gas	8
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	2
Non-certificated Company Complaints Logged	0
Electric	0
Gas	0
Telecommunications	0
Water/Wastewater	0
Telephone Transfer-Connects (Calls Transferred to Utilities)	439
Electric	402
Gas	37
Telecommunications	0
Water/Wastewater	0
E-Transfers (E-mails sent to Utilities from the PSC Web site)	130
Electric	128
Gas	2
Telecommunications	0
Water/Wastewater	0
Cases Received / Closed Under 3 Day Rule	121
Electric	121
Gas	0
Telecommunications	0
Water/Wastewater	0
Consumer Contacts Received & Entered into CATS.	1787
Total New Cases Received & Entered into CATS	2540

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	473	1182	1655
Mail	2	9	11
Internet	278	595	873
Fax	0	1	1
Total	753	1787	2540

Cases by Industry

January 2022

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	53	7%	553	31%
Natural Gas	8	1%	20	1%
Telecommunications	0	0%	249	14%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	2	0%	223	12%
Non-certificated Company Cases logged**	0	0%	742	42%
Telephone Transfer-Connects (Calls Transferred to Utilities)	439	58%		
E-Transfers	130	17%		
Cases Received & Closed by 3 Day Rule	121	16%		
Total	753	100%	1787	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

January 2022

County	Cases	County	Cases	County	Cases	County	Cases
N/A	10	Escambia	121	Lafayette	0	Pasco	12
Alachua	0	Flagler	4	Lake	6	Pinellas	30
Baker	0	Franklin	0	Lee	15	Polk	16
Bay	15	Gadsden	0	Leon	0	Putnam	0
Bradford	0	Gilchrist	0	Levy	0	Saint Johns	4
Brevard	37	Glades	0	Liberty	0	Saint Lucie	10
Broward	64	Gulf	0	Madison	0	Santa Rosa	51
Calhoun	0	Hamilton	0	Manatee	12	Sarasota	17
Charlotte	7	Hardee	0	Marion	5	Seminole	15
Citrus	6	Hendry	0	Martin	3	Sumter	1
Clay	0	Hernando	0	Monroe	0	Suwannee	0
Collier	14	Highlands	2	Nassau	1	Taylor	1
Columbia	1	Hillsborough	15	Okaloosa	33	Union	0
Dade	0	Holmes	1	Okeechobee	1	Volusia	42
DeSoto	2	Indian River	8	Orange	24	Wakulla	0
Dixie	0	Jackson	2	Osceola	0	Walton	3
Duval	0	Jefferson	0	Palm Beach	42	Washington	4

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 - January 2022

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	10	14	24	24
Florida Power & Light Company	3	23	26	26
Florida Public Utilities Company	2	0	2	2
Tampa Electric Company	0	1	1	1
TOTALS**	15	38	53	53

*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 - January 2022

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	1	1	1
Florida Division of Chesapeake Utilities Corporation	0	1	1	1
Florida Public Utilities Company	0	3	3	3
Peoples Gas System	1	2	3	3
TOTALS**	1	7	8	8

*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 - January 2022

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 - January 2022

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 - January 2022

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 - January 2022

Company Name	Service*	Billing*	Total	Y-T-D
Grenelefe Resort Utility, Inc.	1	0	1	1
Utilities, Inc. of Florida	0	1	1	1
TOTALS**	1	1	2	2

**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.

