



FLORIDA  
PUBLIC  
SERVICE  
COMMISSION

# **CONSUMER ACTIVITY REPORT**

## **January 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](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

January 2023

<b>Complaints Received &amp; Entered into CATS</b>	<b>739</b>
Electric	69
Gas	8
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	10
<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>464</b>
Electric	460
Gas	4
Telecommunications	0
Water/Wastewater	0
<b>E-Transfers (E-mails sent to Utilities from the PSC Web site)</b>	<b>58</b>
Electric	58
Gas	0
Telecommunications	0
Water/Wastewater	0
<b>Cases Received / Closed Under 3 Day Rule</b>	<b>130</b>
Electric	127
Gas	3
Telecommunications	0
Water/Wastewater	0
<b>Consumer Contacts Received &amp; Entered into CATS.</b>	<b>1086</b>
<b>Total New Cases Received &amp; Entered into CATS</b>	<b>1825</b>

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	527	706	1233
Mail	5	5	10
Internet	207	374	581
Fax	0	1	1
<b>Total</b>	<b>739</b>	<b>1086</b>	<b>1825</b>

## Cases by Industry

**January 2023**

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	69	9%	436	40%
Natural Gas	8	1%	16	1%
Telecommunications	0	0%	151	14%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	9	1%	43	4%
Non-certificated Company Cases logged**	0	0%	440	41%
Telephone Transfer-Connects (Calls Transferred to Utilities)	464	63%		
E-Transfers	58	8%		
Cases Received & Closed by 3 Day Rule	130	18%		
<b>Total</b>	<b>739</b>	<b>100%</b>	<b>1086</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

January 2023

County	Cases	County	Cases	County	Cases	County	Cases
N/A	36	Escambia	41	Lafayette	0	Pasco	9
Alachua	2	Flagler	9	Lake	10	Pinellas	32
Baker	0	Franklin	2	Lee	26	Polk	19
Bay	5	Gadsden	0	Leon	0	Putnam	2
Bradford	0	Gilchrist	0	Levy	2	Saint Johns	9
Brevard	52	Glades	0	Liberty	0	Saint Lucie	12
Broward	80	Gulf	0	Madison	0	Santa Rosa	10
Calhoun	0	Hamilton	1	Manatee	25	Sarasota	23
Charlotte	18	Hardee	0	Marion	4	Seminole	28
Citrus	2	Hendry	0	Martin	12	Sumter	1
Clay	0	Hernando	1	Monroe	1	Suwannee	2
Collier	13	Highlands	4	Nassau	6	Taylor	4
Columbia	0	Hillsborough	17	Okaloosa	12	Union	0
Dade	0	Holmes	1	Okeechobee	2	Volusia	41
DeSoto	0	Indian River	6	Orange	17	Wakulla	0
Dixie	0	Jackson	1	Osceola	9	Walton	0
Duval	0	Jefferson	1	Palm Beach	41	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 - January 2023

<b>Company Name</b>	<b>Service*</b>	<b>Billing*</b>	<b>Total</b>	<b>Y-T-D</b>
Duke Energy	7	36	43	43
Florida Power & Light Company	4	9	13	13
Florida Public Utilities Company	1	3	4	4
Tampa Electric Company	2	7	9	9
<b>TOTALS**</b>	<b>14</b>	<b>55</b>	<b>69</b>	<b>69</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 - January 2023

<b>Company Name</b>	<b>Service*</b>	<b>Billing*</b>	<b>Total</b>	<b>Y-T-D</b>
Florida Public Utilities Company	1	5	6	6
Peoples Gas System	2	0	2	2
<b>TOTALS**</b>	<b>3</b>	<b>5</b>	<b>8</b>	<b>8</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 - January 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 - January 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 - January 2023**

<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 - January 2023

<b>Company Name</b>	<b>Service*</b>	<b>Billing*</b>	<b>Total</b>	<b>Y-T-D</b>
Cobblestone II RVG LLC d/b/a River Grove Utility	1	0	1	1
LP Waterworks, Inc.	0	1	1	1
Mobile Manor Water Company, Inc.	1	0	1	1
Palm Valley Utilities	0	1	1	1
S. V. Utilities, Ltd.	1	0	1	1
Sunlake Estates Utilities, L.L.C.	1	0	1	1
Sunshine Water Services	1	2	3	3
<b>TOTALS**</b>	<b>5</b>	<b>4</b>	<b>9</b>	<b>9</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.

