



CONSUMER ACTIVITY REPORT

January 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

January 2024

Complaints Received & Entered into CATS		913
Electric	55	
Gas	5	
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)		604
Electric	596	
Gas	8	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		78
Electric	78	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		162
Electric	161	
Gas	1	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		874
Total New Cases Received & Entered into CATS		1787

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	638	616	1254
Mail	1	4	5
Internet	274	254	528
Fax	0	0	0
Total	913	874	1787

Cases by Industry

January 2024

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	54	6%	259	30%
Natural Gas	5	1%	15	2%
Telecommunications	0	0%	130	15%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	9	1%	80	9%
Non-certificated Company Cases logged**	0	0%	390	45%
Telephone Transfer-Connects (Calls Transferred to Utilities)	604	66%		
E-Transfers	78	9%		
Cases Received & Closed by 3 Day Rule	162	18%		
Total	913	100%	874	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 2024

County	Cases	County	Cases	County	Cases	County	Cases
N/A	297	Escambia	28	Lafayette	0	Pasco	6
Alachua	0	Flagler	6	Lake	6	Pinellas	29
Baker	0	Franklin	1	Lee	16	Polk	11
Bay	7	Gadsden	0	Leon	0	Putnam	1
Bradford	2	Gilchrist	0	Levy	0	Saint Johns	2
Brevard	48	Glades	0	Liberty	0	Saint Lucie	11
Broward	88	Gulf	1	Madison	0	Santa Rosa	6
Calhoun	0	Hamilton	1	Manatee	8	Sarasota	23
Charlotte	14	Hardee	0	Marion	8	Seminole	12
Citrus	3	Hendry	1	Martin	13	Sumter	0
Clay	0	Hernando	1	Monroe	0	Suwannee	3
Collier	20	Highlands	2	Nassau	5	Taylor	0
Columbia	2	Hillsborough	11	Okaloosa	7	Union	0
Dade	0	Holmes	0	Okeechobee	2	Volusia	29
DeSoto	1	Indian River	14	Orange	18	Wakulla	2
Dixie	0	Jackson	2	Osceola	3	Walton	0
Duval	0	Jefferson	0	Palm Beach	52	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 - January 2024

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	11	23	34	34
Florida Power & Light Company	4	9	13	13
Florida Public Utilities Company	2	2	4	4
Tampa Electric Company	1	2	3	3
TOTALS**	18	36	54	54

*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 2024

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	1	0	1	1
Florida Public Utilities Company	1	1	2	2
Florida Public Utilities Company - Fort Meade Division	0	1	1	1
Peoples Gas System, Inc.	0	1	1	1
TOTALS**	2	3	5	5

*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 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 - January 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 - January 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 - January 2024

Company Name	Service*	Billing*	Total	Y-T-D
CSWR-Florida Utility Operating Company, LLC	1	3	4	4
Florida Community Water Systems, Inc.	0	2	2	2
Pinecrest Utilities, LLC	1	0	1	1
Pluris Wedgefield, LLC	1	0	1	1
Sunny Shores Utilities, LLC	1	0	1	1
TOTALS**	4	5	9	9

**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.