

FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT July 2019

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Consumer Access to the FLORIDA PUBLIC SERVICE COMMISSION

If you have questions about regulated utility services, you may:

*CALLthe 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 July 2019

Complaints Received & Entered in	ato CATS			878
Electric	110 CA18		64	8/8
Gas			4	
LifeLine			1	
Relay			0	
Pay Telephone			0	
Water & Wastewater			20	
Non cartificated Company Complain	nts Loggad		0	
Non-certificated Company Complain Electric	its Logged	0	U	
Gas		0		
Telecommunications		0		
Water/Wastewater		0		
Industry Unknown		0		
•	Tuon of a mad to I Itilities)	v	622	
Telephone Transfer-Connects (Calls Electric	Transferred to Othlities)	626	633	
Gas		626		
Telecommunications		7		
Water/Wastewater		0		
water/wastewater		0		
E-Transfers (E-mails sent to Utilities	s from the PSC Web site)		59	
Electric		59		
Gas		0		
Telecommunications		0		
Water/Wastewater		0		
Cases Received / Closed Under 3 Da	ny Rule		97	
Electric		96		
Gas		1		
Telecommunications		0		
Water / Wastewater		0		
Information Requests Received &	Entered into CATS			1,889
Total New Cases Received & Ente	red into CATS			2,767
How Cases Were Received	Complaints	Information Requests		Total Cases
Phone	695	1,285		1,980
Mail	11	10		21
Internet	172	591		763
Fax	0	3		3

1,889

2,767

878

Totals

Cases by Industry July 2019

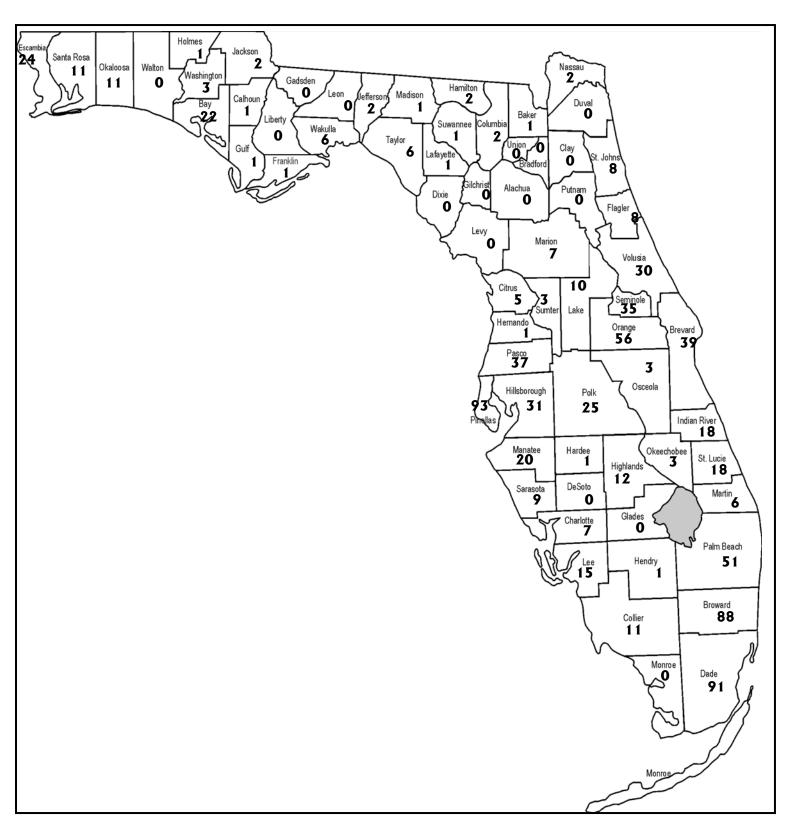
	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	64	7 %	743	39 %
Natural Gas	4	0 %	14	1 %
Telecommunications	1	0 %	695	37 %
Lifeline	1	0 %		
Relay	0	0 %		
Pay Telephone	0	0 %		
Water & Wastewater	20	2 %	64	3 %
Non-certificated Company Cases logged**	0	0 %	373	20 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	633	72 %		
E-Transfers	59	7 %		
Cases Received & Closed by 3 Day Rule	97	11 %		
Total	878	100 %	1,889	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 the PSC.

Complaints Received by County July 2019



Note: County name not available for 35 cases e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresess, etc.

Electric Companies

		Complaints Logged			
	Service*	Billing*	Total	Y-T-D	
DUKE ENERGY	16	24	40	202	
FLORIDA POWER & LIGHT COMPANY	3	6	9	62	
FLORIDA PUBLIC UTILITIES COMPANY	2	0	2	20	
GULF POWER COMPANY	0	1	1	6	
TAMPA ELECTRIC COMPANY	11	1	12	71	
TOTALS**	32	32	64	361	

^{*}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

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	1	0	1	9
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	1	0	1	2
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	10
FLORIDA PUBLIC UTILITIES COMPANY - FORT MEADE DIVISION	0	0	0	1
PEOPLES GAS SYSTEM	0	2	2	7
PEOPLES GAS SYSTEM	0	0	0	1
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	2
TOTALS**	2	2	4	32

^{*}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

	Month	Year-To-Date
CENTURYLINK	0	2
FRONTIER COMMUNICATIONS OF THE SOUTH, LLC	1	4
FRONTIER FLORIDA LLC	0	4
TOTALS*	1	10

^{*}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.

Relay Service Complaints

	Month	Year-To-Date
	0	0
TOTALS*	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.

Pay Telephone Companies

		Complaints Logged				
	Service*	Service* Billing* Total Y-T-D				
	0	0	0	0		
TOTALS**	0	0	0	0		

^{*}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.

Water & Wastewater Companies

AQUA UTILITIES FLORIDA, INC. 0 0 0 1 AQUA UTILITIES FLORIDA, INC. 0 0 0 1 BACHES SEWER SYSTEM 0 0 0 1 CAP UTILITIES, ILC. 0 0 0 1 CHARLIE CREEK UTILITIES, LLC. 0 0 0 2 INC WATERWORKS, INC. 2 0 0 0 K WASSORT UTILITIES CORP. 0 0 0 0 LAKE YALE UTILITIES, LLC. 0 0 0 1 LAKE YALE UTILITIES COMPANY, INC. 1 0 0 1 LITTLE GASPARILLA WATER UTILITY, INC. 0 0 0 1 MELOHIBONALULA UTILITIES CONPONATION 0 0 0 1 NIFLORIDA, L.C. 0 0 0 2 PACADID LAKES UTILITIES, INC. 0 0 0 2 PEOPLES WATER SERVICE COMPANY OF FLORIDA INC. 0 0 0 2 PLACID LAKES UTILITIES, INC. 0			Complaints Logged			
AQUARINA UTILITIES, INC.		Service*	Billing*	Total	Y-T-D	
BEACHES SEWER SYSTEM	AQUA UTILITIES FLORIDA, INC.	0	0	0	1	
CAP UTILITIES, LLC	AQUARINA UTILITIES, INC.	0	0	0	1	
CHARLIE CREEK UTILITIES, LLC 0 0 0 1 FIMC HIDEAWAY, INC. 0 0 0 2 HC WATERWORKS, INC. 2 0 2 5 KW RESORT UTILITIES CORP. 0 0 0 1 LAKE YALE UTILITIES COMPANY, INC. 1 0 1 2 LICHTIE GASPARILLA WATER UTILITY, INC. 0 0 0 1 1 MFL UTILITY SYSTEMS, L.L.C. 0 0 0 0 1 1 MFL UTILITY SYSTEMS, L.L.C. 0 0 0 0 0 1 MFL UTILITY SYSTEMS, L.L.C. 0 0 0 0 1 1 MFL UTILITY SYSTEMS, L.L.C. 0 0 0 0 1	BEACHES SEWER SYSTEM	0	0	0	1	
FIMC HIDEAWAY, INC.	CAP UTILITIES, LLC	0	0	0	1	
HC WATERWORKS, INC. 2	CHARLIE CREEK UTILITIES, LLC	0	0	0	1	
K W RESORT UTILITIES, LLC 0 0 0 1 LAKE YALE UTILITIES, LLC 0 0 0 1 LIGHTHOUSE UTILITIES COMPANY, INC. 1 0 0 0 1 LITTLE GASPARILLA WATER UTILITY, INC. 0 0 0 0 1 MFL UTILITY SYSTEMS, LLC. 0 0 0 0 1 NEIGHBORHOOD UTILITIES, INC. 0 0 0 0 1 NIFLORIDA, LLC 1 0 1	FIMC HIDEAWAY, INC.	0	0	0	2	
LAKE YALE UTILITIES, LLC 0 0 0 1 LIGHTHOUSE UTILITIES COMPANY, INC. 1 0 1 2 LITTLE GASPARILLA WATER UTILITY, INC. 0 0 0 0 1 MFL UTILITY SYSTEMS, L.L.C. 0 0 0 0 1 NEIGHBORHOOD UTILITIES, INC. 0 0 0 1 1 NIFLORIDA, LLC 1 0 1 2 2 </td <td>HC WATERWORKS, INC.</td> <td>2</td> <td>0</td> <td>2</td> <td>5</td>	HC WATERWORKS, INC.	2	0	2	5	
LIGHTHOUSE UTILITIES COMPANY, INC. 1 0 1 2 LITTLE GASPARILLA WATER UTILITY, INC. 0 0 0 1 MFL UTILITY SYSTEMS, L.L.C. 0 0 0 1 NEIGHBORHOOD UTILITIES, INC. 0 0 0 1 NI FLORIDA, LLC 1 0 1 1 NI FLORIDA, LLC 0 0 0 0 NORTH PENINSULA UTILITIES CORPORATION 0 0 0 1 NORTH PENINSULA UTILITIES CORPORATION 0 0 0 0 1 NORTH PENINSULA UTILITIES, INC. 0 0 0 0 2 PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC. 0 0 0 2 PLACID LAKES UTILITIES, INC. 0 0 0 2 PLURIS WEDGEFIELD, INC. 0 0 0 2 RAINTREE WATERWORKS, INC. 0 0 0 1 ROYAL UTILITY COMPANY 0 0 0 1 <td< td=""><td>K W RESORT UTILITIES CORP.</td><td>0</td><td>0</td><td>0</td><td>1</td></td<>	K W RESORT UTILITIES CORP.	0	0	0	1	
LITTLE GASPARILLA WATER UTILITY, INC. 0 0 0 1 MFL UTILITY SYSTEMS, LLC. 0 0 0 0 1 NEIGHBORHOOD UTILITIES, INC. 0 0 0 0 1 1 NI FLORIDA, LLC 1 0 0 0 0 1 NORTH PENINSULA UTILITIES CORPORATION 0 0 0 0 1 PARK WATER COMPANY 0 0 0 0 2 PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC. 0 0 0 2 PLACID LAKES UTILITIES, INC. 1 0 1 1 PLURIS WEDGEFIELD, INC. 0 0 0 2 RAINTREE WATERWORKS, INC. 0 0 0 3 ROYAL UTILITY COMPANY 0 0 0 1 RSPI MHC, LLC 0 0 0 1 SUNNIAE ESTATES UTILITIES, INC. 0 0 0 1 SUNNY SHORES WATER CO. 0 0	LAKE YALE UTILITIES, LLC	0	0	0	1	
MFL UTILITY SYSTEMS, L.L.C. 0 0 0 1 NEIGHBORHOOD UTILITIES, INC. 0 0 0 1 NI FLORIDA, LLC 1 0 0 0 1 NI FLORIDA, LLC 0 0 0 0 1 NORTH PENINSULA UTILITIES CORPORATION 0 0 0 0 1 PARK WATER COMPANY 0 0 0 0 2 PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC. 0 0 0 2 PLACID LAKES UTILITIES, INC. 1 0 1 1 PLACID LAKES UTILITIES, INC. 0 0 0 2 PLACID LAKES UTILITIES, INC. 0 0 0 2 PLACID LAKES UTILITIES, INC. 0 0 0 2 RAINTREE WATERWORKS, INC. 0 0 0 3 ROYAL UTILITY COMPANY 0 0 0 1 RSPI MHC, LLC 0 0 0 1 SUNNY HI	LIGHTHOUSE UTILITIES COMPANY, INC.	1	0	1	2	
NEIGHBORHOOD UTILITIES, INC. 0 0 0 1 NI FLORIDA, LLC 1 0 0 0 1 NI FLORIDA, LLC 0 0 0 0 1 NORTH PENINSULA UTILITIES CORPORATION 0 0 0 0 1 PARK WATER COMPANY 0 0 0 0 2 PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC. 0 0 0 0 2 PLACID LAKES UTILITIES, INC. 1 0 1	LITTLE GASPARILLA WATER UTILITY, INC.	0	0	0	1	
NI FLORIDA, LLC 1 0 1 1 NI FLORIDA, LLC 0 0 0 0 NORTH PENINSULA UTILITIES CORPORATION 0 0 0 0 PARK WATER COMPANY 0 0 0 0 PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC. 0 0 0 0 PLACID LAKES UTILITIES, INC. 1 0 1 1 PLACID LAKES UTILITIES, INC. 0 0 0 2 RAINTREE WATERWORKS, INC. 0 0 0 2 RAINTREE WATERWORKS, INC. 0 0 0 3 ROYAL UTILITY COMPANY 0 0 0 1 RSPI MHC, LLC 0 0 0 1 SUNLAKE ESTATES UTILITIES, ILLC. 0 0 0 1 SUNNY HILLS UTILITY COMPANY 0 0 0 1 SUNNY SHORES WATER CO. 0 0 0 1 SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. 0 0	MFL UTILITY SYSTEMS, L.L.C.	0	0	0	1	
NI FLORIDA, LLC 0 0 0 1 NORTH PENINSULA UTILITIES CORPORATION 0 0 0 1 PARK WATER COMPANY 0 0 0 2 PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC. 0 0 0 0 2 PLACID LAKES UTILITIES, INC. 1 0 1 2 2 2 2 2 1 2 3 3 1 1 1 2 3 1 1 1 </td <td>NEIGHBORHOOD UTILITIES, INC.</td> <td>0</td> <td>0</td> <td>0</td> <td>1</td>	NEIGHBORHOOD UTILITIES, INC.	0	0	0	1	
NORTH PENINSULA UTILITIES CORPORATION 0 0 0 1 PARK WATER COMPANY 0 0 0 2 PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC. 0 0 0 0 PLACID LAKES UTILITIES, INC. 1 0 1 1 PLURIS WEDGEFIELD, INC. 0 0 0 0 2 RAINTREE WATERWORKS, INC. 0 0 0 0 3 ROYAL UTILITY COMPANY 0 0 0 0 1 RSPI MHC, LLC 0 0 0 0 1 SUNLAKE ESTATES UTILITIES, INC. 0 0 0 1 SUNNY HILLS UTILITY COMPANY 0 0 0 1 SUNNY SHORES WATER CO. 0 0 0 0 1 SUNRISE UTILITIES, LLC 0 0 0 1 SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. 0 0 0 2 THE WOODS UTILITY COMPANY 1 1 2 5 </td <td>NI FLORIDA, LLC</td> <td>1</td> <td>0</td> <td>1</td> <td>1</td>	NI FLORIDA, LLC	1	0	1	1	
PARK WATER COMPANY 0 0 0 2 PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC. 0 0 0 2 PLACID LAKES UTILITIES, INC. 1 0 1 1 PLURIS WEDGEFIELD, INC. 0 0 0 0 RAINTREE WATERWORKS, INC. 0 0 0 0 ROYAL UTILITY COMPANY 0 0 0 1 RSPI MHC, LLC 0 0 0 0 1 SOUTHLAKE UTILITIES, INC. 0 0 0 1 SUNNA SHORES WATER CO. 0 0 0 1 SUNNY SHORES WATER CO. 0 0 0 1 SUNSHINE UTILITIES, LLC 0 0 0 1 SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. 0 0 0 2 TYMBER CREEK UTILITIES, INCORPORATED 0 0 0 1 USEPPA ISLAND UTILITY, INC. 0 0 0 0 UTILITIES, INC. OF FLORIDA 1	NI FLORIDA, LLC	0	0	0	1	
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC. 0 0 0 2 PLACID LAKES UTILITIES, INC. 1 0 1 1 PLURIS WEDGEFIELD, INC. 0 0 0 0 21 RAINTREE WATERWORKS, INC. 0 0 0 0 3 ROYAL UTILITY COMPANY 0 0 0 0 1 RSPI MHC, LLC 0 0 0 0 1 SOUTHLAKE UTILITIES, INC. 0 0 0 0 1 SUNNA SHORES WATER SUTILITIES, LLC. 0 0 0 0 1 SUNNY SHORES WATER CO. 0 0 0 0 1 SUNNY SHORES WATER CO. 0 0 0 0 1 SUNNISE UTILITIES, LLC 0 0 0 0 1 SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. 0 0 0 0 2 TYMBER CREEK UTILITIES, INCORPORATED 0 0 0 0 3	NORTH PENINSULA UTILITIES CORPORATION	0	0	0	1	
PLACID LAKES UTILITIES, INC. 1 0 1 1 PLURIS WEDGEFIELD, INC. 0 0 0 21 RAINTREE WATERWORKS, INC. 0 0 0 0 3 ROYAL UTILITY COMPANY 0 0 0 0 1 RSPI MHC, LLC 0 0 0 0 1 SOUTHLAKE UTILITIES, INC. 0 0 0 1 SUNLAKE ESTATES UTILITIES, LLC. 0 0 0 1 SUNNY HILLS UTILITY COMPANY 0 0 0 1 SUNNY SHORES WATER CO. 0 0 0 1 SUNRISE UTILITIES, LLC 0 0 0 1 SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. 0 0 0 2 TYMBER CREEK UTILITIES, INCORPORATED 0 0 0 1 USEPPA ISLAND UTILITY, INC. 0 0 0 3 UTILITIES, INC. OF FLORIDA 1 1 1 1 UTILITIES, INC	PARK WATER COMPANY	0	0	0	2	
PLURIS WEDGEFIELD, INC. 0 0 0 21 RAINTREE WATERWORKS, INC. 0 0 0 3 ROYAL UTILITY COMPANY 0 0 0 1 RSPI MHC, LLC 0 0 0 0 1 SOUTHLAKE UTILITIES, INC. 0 0 0 1 SUNLAKE ESTATES UTILITIES, LL.C. 0 0 0 1 SUNNY HILLS UTILITY COMPANY 0 0 0 2 SUNNY SHORES WATER CO. 0 0 0 1 SUNRISE UTILITIES, LLC 0 0 0 1 SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. 0 0 0 2 THE WOODS UTILITY COMPANY 1 1 1 2 5 TYMBER CREEK UTILITIES, INCORPORATED 0 0 0 3 USEPPA ISLAND UTILITY, INC. 0 0 0 3 UTILITIES, INC. OF FLORIDA 1 11 12 31 UTILITIES, INC. OF FLORIDA	PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	2	
RAINTREE WATERWORKS, INC. 0 0 0 0 1 ROYAL UTILITY COMPANY 0 0 0 1 RSPI MHC, LLC 0 0 0 0 1 SOUTHLAKE UTILITIES, INC. 0 0 0 0 1 SUNLAKE ESTATES UTILITIES, LL.C. 0 0 0 0 1 SUNNY HILLS UTILITY COMPANY 0 0 0 2 SUNNY SHORES WATER CO. 0 0 0 0 1 SUNRISE UTILITIES, LLC 0 0 0 0 1 SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. 0 0 0 2 THE WOODS UTILITY COMPANY 1 1 1 2 5 TYMBER CREEK UTILITIES, INCORPORATED 0 0 0 3 USEPPA ISLAND UTILITY, INC. 0 0 0 3 UTILITIES, INC. OF FLORIDA 1 1 1 1 1 UTILITIES, INC. OF FLORIDA 0 0 0 0 0 1 UTILITIES, INC. OF FLORIDA	PLACID LAKES UTILITIES, INC.	1	0	1	1	
ROYAL UTILITY COMPANY 0 0 0 1 RSPI MHC, LLC 0 0 0 0 1 SOUTHLAKE UTILITIES, INC. 0 0 0 0 1 SUNLAKE ESTATES UTILITIES, LL.C. 0 0 0 0 1 SUNNY HILLS UTILITY COMPANY 0 0 0 2 SUNNY SHORES WATER CO. 0 0 0 0 1 SUNRISE UTILITIES, LLC 0 0 0 0 1 SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. 0 0 0 2 THE WOODS UTILITY COMPANY 1 1 1 2 5 TYMBER CREEK UTILITIES, INCORPORATED 0 0 0 1 USEPPA ISLAND UTILITY, INC. 0 0 0 3 UTILITIES, INC. OF FLORIDA 1 1 1 1 1 UTILITIES, INC. OF FLORIDA 1 0 0 0 1 UTILITIES, INC. OF FLORIDA 0	PLURIS WEDGEFIELD, INC.	0	0	0	21	
RSPI MHC, LLC 0 0 0 1 SOUTHLAKE UTILITIES, INC. 0 0 0 1 SUNLAKE ESTATES UTILITIES, LL.C. 0 0 0 0 1 SUNNY HILLS UTILITY COMPANY 0 0 0 0 2 SUNNY SHORES WATER CO. 0 0 0 0 1 SUNRISE UTILITIES, LLC 0 0 0 0 1 SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. 0 0 0 0 2 THE WOODS UTILITY COMPANY 1 1 1 2 5 TYMBER CREEK UTILITIES, INCORPORATED 0 0 0 1 USEPPA ISLAND UTILITY, INC. 0 0 0 3 UTILITIES, INC. OF FLORIDA 1 11 12 31 UTILITIES, INC. OF FLORIDA 1 0 0 0 1 UTILITIES, INC. OF FLORIDA 0 0 0 0 1 UTILITIES, INC. OF FLORIDA 0 <td>RAINTREE WATERWORKS, INC.</td> <td>0</td> <td>0</td> <td>0</td> <td>3</td>	RAINTREE WATERWORKS, INC.	0	0	0	3	
SOUTHLAKE UTILITIES, INC. 0 0 0 1 SUNLAKE ESTATES UTILITIES, L.L.C. 0 0 0 0 1 SUNNY HILLS UTILITY COMPANY 0 0 0 0 2 SUNNY SHORES WATER CO. 0 0 0 0 1 SUNRISE UTILITIES, LLC 0 0 0 0 1 SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. 0 0 0 2 THE WOODS UTILITY COMPANY 1 1 1 2 5 TYMBER CREEK UTILITIES, INCORPORATED 0 0 0 0 1 USEPPA ISLAND UTILITY, INC. 0 0 0 3 UTILITIES, INC. OF FLORIDA 1 11 12 31 UTILITIES, INC. OF FLORIDA 1 0 0 1 UTILITIES, INC. OF FLORIDA 0 0 0 0 1 UTILITIES, INC. OF FLORIDA 0 0 0 0 0 1	ROYAL UTILITY COMPANY	0	0	0	1	
SUNLAKE ESTATES UTILITIES, L.L.C. 0 0 0 0 1 SUNNY HILLS UTILITY COMPANY 0 0 0 0 2 SUNNY SHORES WATER CO. 0 0 0 0 1 SUNRISE UTILITIES, LLC 0 0 0 0 1 SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. 0 0 0 0 2 THE WOODS UTILITY COMPANY 1 1 1 2 5 TYMBER CREEK UTILITIES, INCORPORATED 0 0 0 0 1 USEPPA ISLAND UTILITY, INC. 0 0 0 3 UTILITIES, INC. OF FLORIDA 1 11 12 31 UTILITIES, INC. OF FLORIDA 1 0 0 1 UTILITIES, INC. OF FLORIDA 0 0 0 0 1 UTILITIES, INC. OF FLORIDA 0 0 0 0 1 UTILITIES, INC. OF FLORIDA 0 0 0 0 1	RSPI MHC, LLC	0	0	0	1	
SUNNY HILLS UTILITY COMPANY 0 0 0 2 SUNNY SHORES WATER CO. 0 0 0 0 1 SUNRISE UTILITIES, LLC 0 0 0 0 1 SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. 0 0 0 0 2 THE WOODS UTILITY COMPANY 1 1 1 2 5 TYMBER CREEK UTILITIES, INCORPORATED 0 0 0 1 USEPPA ISLAND UTILITY, INC. 0 0 0 3 UTILITIES, INC. OF FLORIDA 1 11 12 31 UTILITIES, INC. OF FLORIDA 1 0 1 1 UTILITIES, INC. OF FLORIDA 0 0 0 0 1 UTILITIES, INC. OF FLORIDA 0 0 0 0 1	SOUTHLAKE UTILITIES, INC.	0	0	0	1	
SUNNY SHORES WATER CO. 0 0 0 0 1 SUNRISE UTILITIES, LLC 0 0 0 0 1 SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. 0 0 0 0 2 THE WOODS UTILITY COMPANY 1 1 1 2 5 TYMBER CREEK UTILITIES, INCORPORATED 0 0 0 0 1 USEPPA ISLAND UTILITY, INC. 0 0 0 0 3 UTILITIES, INC. OF FLORIDA 1 11 12 31 UTILITIES, INC. OF FLORIDA 1 0 0 1 UTILITIES, INC. OF FLORIDA 0 0 0 0 UTILITIES, INC. OF FLORIDA 0 0 0 0	SUNLAKE ESTATES UTILITIES, L.L.C.	0	0	0	1	
SUNRISE UTILITIES, LLC 0 0 0 0 1 SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. 0 0 0 0 2 THE WOODS UTILITY COMPANY 1 1 1 2 5 TYMBER CREEK UTILITIES, INCORPORATED 0 0 0 0 1 USEPPA ISLAND UTILITY, INC. 0 0 0 3 UTILITIES, INC. OF FLORIDA 1 11 12 31 UTILITIES, INC. OF FLORIDA 1 0 1 1 UTILITIES, INC. OF FLORIDA 0 0 0 1 UTILITIES, INC. OF FLORIDA 0 0 0 0 UTILITIES, INC. OF FLORIDA 0 0 0 1	SUNNY HILLS UTILITY COMPANY	0	0	0	2	
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. 0 0 0 0 2 THE WOODS UTILITY COMPANY 1 1 1 2 5 TYMBER CREEK UTILITIES, INCORPORATED 0 0 0 0 1 USEPPA ISLAND UTILITY, INC. 0 0 0 0 3 UTILITIES, INC. OF FLORIDA 1 11 12 31 UTILITIES, INC. OF FLORIDA 1 0 0 1 UTILITIES, INC. OF FLORIDA 0 0 0 0 UTILITIES, INC. OF FLORIDA 0 0 0 0	SUNNY SHORES WATER CO.	0	0	0	1	
THE WOODS UTILITY COMPANY 1 1 2 5 TYMBER CREEK UTILITIES, INCORPORATED 0 0 0 0 1 USEPPA ISLAND UTILITY, INC. 0 0 0 0 3 UTILITIES, INC. OF FLORIDA 1 11 12 31 UTILITIES, INC. OF FLORIDA 1 0 0 1 UTILITIES, INC. OF FLORIDA 0 0 0 0 UTILITIES, INC. OF FLORIDA 0 0 0 0	SUNRISE UTILITIES, LLC	0	0	0	1	
TYMBER CREEK UTILITIES, INCORPORATED 0 0 0 0 1 USEPPA ISLAND UTILITY, INC. 0 0 0 0 3 UTILITIES, INC. OF FLORIDA 1 11 12 31 UTILITIES, INC. OF FLORIDA 1 0 0 1 UTILITIES, INC. OF FLORIDA 0 0 0 0 UTILITIES, INC. OF FLORIDA 0 0 0 0	SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	2	
USEPPA ISLAND UTILITY, INC. 0 0 0 3 UTILITIES, INC. OF FLORIDA 1 11 12 31 UTILITIES, INC. OF FLORIDA 1 0 1 1 UTILITIES, INC. OF FLORIDA 0 0 0 0 1 UTILITIES, INC. OF FLORIDA 0 0 0 0 1	THE WOODS UTILITY COMPANY	1	1	2	5	
UTILITIES, INC. OF FLORIDA 1 11 12 31 UTILITIES, INC. OF FLORIDA 1 0 1 1 UTILITIES, INC. OF FLORIDA 0 0 0 0 1 UTILITIES, INC. OF FLORIDA 0 0 0 0 1	TYMBER CREEK UTILITIES, INCORPORATED	0	0	0	1	
UTILITIES, INC. OF FLORIDA 1 0 1 1 UTILITIES, INC. OF FLORIDA 0 0 0 0 1 UTILITIES, INC. OF FLORIDA 0 0 0 0 1	USEPPA ISLAND UTILITY, INC.	0	0	0	3	
UTILITIES, INC. OF FLORIDA 0 0 0 1 UTILITIES, INC. OF FLORIDA 0 0 0 0 1	UTILITIES, INC. OF FLORIDA	1	11	12	31	
UTILITIES, INC. OF FLORIDA 0 0 0 1	UTILITIES, INC. OF FLORIDA	1	0	1	1	
	UTILITIES, INC. OF FLORIDA	0	0	0	1	
UTILITIES, INC. OF FLORIDA 0 0 1	UTILITIES, INC. OF FLORIDA	0	0	0	1	
	UTILITIES, INC. OF FLORIDA	0	0	0	1	

Water & Wastewater Companies Complaint Activity - July 2019

		Complaints Logged			
	Service*	Service* Billing* Total Y-T-D			
WILDWOOD WATER COMPANY	0	0	0	2	
TOTALS**	8	12	20	107	

^{*}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.

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 an information request.

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 information requests 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 an information request 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.

Information Request - 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.