



FLORIDA
PUBLIC
SERVICE
COMMISSION

CONSUMER ACTIVITY REPORT

July 2020

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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

July 2020

Complaints Received & Entered into CATS	386
Electric	81
Gas	9
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	7
Non-certificated Company Complaints Logged	0
Electric	0
Gas	0
Telecommunications	0
Water/Wastewater	0
Telephone Transfer-Connects (Calls Transferred to Utilities)	118
Electric	116
Gas	2
Telecommunications	0
Water/Wastewater	0
E-Transfers (E-mails sent to Utilities from the PSC Web site)	57
Electric	57
Gas	0
Telecommunications	0
Water/Wastewater	0
Cases Received / Closed Under 3 Day Rule	112
Electric	109
Gas	3
Telecommunications	0
Water/Wastewater	0
Consumer Contacts Received & Entered into CATS.	1152
Total New Cases Received & Entered into CATS	1538

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	206	930	1136
Mail	4	14	18
Internet	176	208	384
Fax	0	0	0
Total	386	1152	1538

Cases by Industry

July 2020

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	81	21%	270	23%
Natural Gas	9	2%	9	1%
Telecommunications	0	0%	454	39%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	7	2%	51	4%
Non-certificated Company Cases logged**	0	0%	368	32%
Telephone Transfer-Connects (Calls Transferred to Utilities)	118	31%		
E-Transfers	57	15%		
Cases Received & Closed by 3 Day Rule	112	29%		
Total	386	100%	1152	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

July 2020

County	Cases	County	Cases	County	Cases
N/A	22	Escambia	8	Lafayette	0
Alachua	2	Flagler	5	Lake	2
Baker	0	Franklin	0	Lee	4
Bay	7	Gadsden	0	Leon	0
Bradford	1	Gilchrist	0	Levy	0
Brevard	13	Glades	0	Liberty	0
Broward	36	Gulf	0	Madison	0
Calhoun	0	Hamilton	0	Manatee	9
Charlotte	6	Hardee	0	Marion	3
Citrus	0	Hendry	0	Martin	2
Clay	0	Hernando	0	Monroe	0
Collier	4	Highlands	9	Nassau	0
Columbia	0	Hillsborough	10	Okaloosa	4
Dade	0	Holmes	1	Okeechobee	1
DeSoto	2	Indian River	6	Orange	40
Dixie	0	Jackson	0	Osceola	0
Duval	0	Jefferson	1	Palm Beach	30

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 - July 2020

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	10	49	59	181
Florida Power & Light Company	11	5	16	59
Florida Public Utilities Company	0	0	0	5
Gulf Power Company	0	2	2	18
Tampa Electric Company	2	2	4	42
TOTALS**	23	58	81	305

*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 - July 2020

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	1	0	1	6
Florida Division of Chesapeake Utilities Corporation	0	0	0	1
Florida Public Utilities Company	1	0	1	4
Peoples Gas System	2	5	7	17
St. Joe Natural Gas Company, Inc.	0	0	0	1
TOTALS**	4	5	9	29

*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 - July 2020

Company Name	Month	Y-T-D
CenturyLink	0	4
Frontier Florida LLC	0	1
TOTALS**	0	5

**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
Complaint Activity - July 2020

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 - July 2020

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 - July 2020

Company Name	Service*	Billing*	Total	Y-T-D
Central Sumter Utility Company, LLC	0	0	0	1
Charlie Creek Utilities, LLC	0	0	0	2
CHC VII, Ltd.	0	0	0	1
Coral Cay Water & Sewer Company	0	0	0	1
Crestridge Utilities, LLC	0	0	0	1
Crooked Lake Park Sewerage Company	1	0	1	1
Gator Waterworks, Inc.	0	1	1	1
Grove Land Utilities, LLC	0	0	0	1
Hash Utilities, LLC	0	1	1	1
HC Waterworks, Inc.	0	0	0	2
Heather Hills Utilities, LLC	0	0	0	1
Hometown Canada Utility, Inc.	0	0	0	1
Joyland Water System	0	0	0	1
K W Resort Utilities Corp.	0	0	0	2
Lake Talquin Water Company, Inc.	0	0	0	1
Lakeside Waterworks. Inc.	0	0	0	1
Little Gasparilla Water Utility, Inc.	0	0	0	1
LP Waterworks, Inc.	0	0	0	6
Marion Utilities, Inc.	0	0	0	1
Ni Florida, LLC	0	0	0	1
Orange Land Utilities, LLC	0	0	0	1
Park Water Company	0	0	0	3
Peoples Water Service Company of Florida, Inc.	0	1	1	2
Pluris Wedgefield, LLC	0	0	0	1
Royal Utility Company	0	0	0	1
Southlake Utilities, Inc.	0	0	0	2
Southwest Ocala Utility, Inc.	0	0	0	1
Sunny Shores Utilities, LLC	0	0	0	1
Sunrise Water, LLC	0	0	0	1
The Woods Utility Company	0	0	0	1

**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 - Continued

Complaint Activity - July 2020

Company Name	Service*	Billing*	Total	Y-T-D
Utilities, Inc. of Florida	2	1	3	15
TOTALS**	3	4	7	57

**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.

