



FLORIDA
PUBLIC
SERVICE
COMMISSION

CONSUMER ACTIVITY REPORT

July 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

July 2022

Complaints Received & Entered into CATS	653
Electric	51
Gas	6
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)	436
Electric	422
Gas	14
Telecommunications	0
Water/Wastewater	0
E-Transfers (E-mails sent to Utilities from the PSC Web site)	56
Electric	55
Gas	1
Telecommunications	0
Water/Wastewater	0
Cases Received / Closed Under 3 Day Rule	97
Electric	96
Gas	1
Telecommunications	0
Water/Wastewater	0
Consumer Contacts Received & Entered into CATS.	1186
Total New Cases Received & Entered into CATS	1839

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	485	877	1362
Mail	4	14	18
Internet	164	295	459
Fax	0	0	0
Total	653	1186	1839

Cases by Industry

July 2022

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	50	8%	427	36%
Natural Gas	6	1%	16	1%
Telecommunications	0	0%	156	13%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	7	1%	82	7%
Non-certificated Company Cases logged**	0	0%	505	43%
Telephone Transfer-Connects (Calls Transferred to Utilities)	436	67%		
E-Transfers	56	9%		
Cases Received & Closed by 3 Day Rule	97	15%		
Total	653	100%	1186	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 2022

County	Cases	County	Cases	County	Cases	County	Cases
N/A	26	Escambia	45	Lafayette	0	Pasco	1
Alachua	1	Flagler	5	Lake	5	Pinellas	28
Baker	1	Franklin	0	Lee	16	Polk	11
Bay	10	Gadsden	0	Leon	0	Putnam	1
Bradford	0	Gilchrist	1	Levy	0	Saint Johns	5
Brevard	36	Glades	0	Liberty	0	Saint Lucie	15
Broward	81	Gulf	0	Madison	0	Santa Rosa	20
Calhoun	0	Hamilton	0	Manatee	13	Sarasota	23
Charlotte	8	Hardee	0	Marion	5	Seminole	10
Citrus	4	Hendry	4	Martin	9	Sumter	0
Clay	0	Hernando	1	Monroe	0	Suwannee	0
Collier	10	Highlands	6	Nassau	5	Taylor	1
Columbia	0	Hillsborough	17	Okaloosa	14	Union	0
Dade	0	Holmes	2	Okeechobee	1	Volusia	27
DeSoto	2	Indian River	8	Orange	11	Wakulla	0
Dixie	0	Jackson	0	Osceola	1	Walton	1
Duval	0	Jefferson	1	Palm Beach	67	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 - July 2022

Company Name	Service*	Billing*	Total	Y-T-D
TOTALS**	17	33	50	548
Duke Energy	4	16	20	175
Florida Power & Light Company	5	14	19	327
Florida Public Utilities Company	4	1	5	15
Tampa Electric Company	4	2	6	31

*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 2022

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	2	0	2	11
Florida Division of Chesapeake Utilities Corporation	0	1	1	5
Florida Public Utilities Company	1	1	2	27
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Florida Public Utilities Company - Indiantown Division	0	0	0	2
Peoples Gas System	1	0	1	10
St. Joe Natural Gas Company, Inc.	0	0	0	1
TOTALS**	4	2	6	57

*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 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 - July 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 - July 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 - July 2022

Company Name	Service*	Billing*	Total	Y-T-D
Alturas Water, LLC	0	0	0	6
Crestridge Utilities, LLC	0	0	0	1
CSWR-Florida Utility Operating Company, LLC	0	0	0	1
Gator Waterworks, Inc.	0	1	1	2
Grenelefe Resort Utility, Inc.	0	0	0	1
HC Waterworks, Inc.	0	0	0	91
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	0	0	1
Neighborhood Utilities, Inc.	0	0	0	1
OB Utility Systems, L.L.C.	0	0	0	1
Ocala Palms Utilities, LLC	0	0	0	2
Peoples Water Service Company of Florida, Inc.	0	1	1	1
Placid Lakes Utilities, Inc.	0	1	1	1
River Grove Utilities, Inc.	0	1	1	1
Sebring Ridge Utilities, Inc.	0	1	1	1
Seminole Waterworks, Inc.	0	0	0	1
Sunny Hills Utility Company	1	0	1	1
Sunrise Water, LLC	0	0	0	1
Sunshine Water Services	0	0	0	8
Tradewinds Utilities, Inc.	1	0	1	1
Water Management Services, Inc.	0	0	0	2
TOTALS**	2	5	7	127

**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.