



# **CONSUMER ACTIVITY REPORT**

**July 2024**

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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

July 2024

<b>Complaints Received &amp; Entered into CATS</b>	<b>967</b>
Electric	72
Gas	4
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	12
<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>641</b>
Electric	627
Gas	13
Telecommunications	0
Water/Wastewater	0
<b>E-Transfers (E-mails sent to Utilities from the PSC Web site)</b>	<b>82</b>
Electric	81
Gas	1
Telecommunications	0
Water/Wastewater	0
<b>Cases Received / Closed Under 3 Day Rule</b>	<b>156</b>
Electric	156
Gas	0
Telecommunications	0
Water/Wastewater	0
<b>Consumer Contacts Received &amp; Entered into CATS.</b>	<b>1366</b>
<b>Total New Cases Received &amp; Entered into CATS</b>	<b>2333</b>

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	689	777	1466
Mail	0	6	6
Internet	278	583	861
Fax	0	0	0
<b>Total</b>	<b>967</b>	<b>1366</b>	<b>2333</b>

## Cases by Industry

**July 2024**

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	71	7%	602	44%
Natural Gas	4	0%	17	1%
Telecommunications	0	0%	147	11%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	12	1%	93	7%
Non-certificated Company Cases logged**	0	0%	507	37%
Telephone Transfer-Connects (Calls Transferred to Utilities)	641	66%		
E-Transfers	82	8%		
Cases Received & Closed by 3 Day Rule	156	16%		
<b>Total</b>	<b>967</b>	<b>100%</b>	<b>1366</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

**July 2024**

<b>County</b>	<b>Cases</b>	<b>County</b>	<b>Cases</b>	<b>County</b>	<b>Cases</b>	<b>County</b>	<b>Cases</b>
N/A	339	Escambia	28	Lafayette	0	Pasco	10
Alachua	1	Flagler	6	Lake	10	Pinellas	27
Baker	0	Franklin	1	Lee	8	Polk	16
Bay	11	Gadsden	0	Leon	0	Putnam	4
Bradford	2	Gilchrist	0	Levy	0	Saint Johns	5
Brevard	36	Glades	0	Liberty	0	Saint Lucie	15
Broward	65	Gulf	0	Madison	0	Santa Rosa	7
Calhoun	0	Hamilton	1	Manatee	20	Sarasota	14
Charlotte	4	Hardee	0	Marion	4	Seminole	35
Citrus	10	Hendry	1	Martin	9	Sumter	0
Clay	0	Hernando	1	Monroe	0	Suwannee	0
Collier	6	Highlands	4	Nassau	2	Taylor	0
Columbia	1	Hillsborough	21	Okaloosa	8	Union	0
Dade	0	Holmes	1	Okeechobee	3	Volusia	57
DeSoto	5	Indian River	12	Orange	22	Wakulla	0
Dixie	0	Jackson	2	Osceola	0	Walton	0
Duval	0	Jefferson	0	Palm Beach	45	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 - July 2024

<b>Company Name</b>	<b>Service*</b>	<b>Billing*</b>	<b>Total</b>	<b>Y-T-D</b>
Duke Energy	29	18	47	210
Florida Power & Light Company	7	5	12	104
Florida Public Utilities Company	0	3	3	19
Tampa Electric Company	7	2	9	46
<b>TOTALS**</b>	<b>43</b>	<b>28</b>	<b>71</b>	<b>379</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 - July 2024**

<b>Company Name</b>	<b>Service*</b>	<b>Billing*</b>	<b>Total</b>	<b>Y-T-D</b>
Florida Public Utilities Company	2	2	4	19
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Peoples Gas System, Inc.	0	0	0	13
Sebring Gas System, Inc.	0	0	0	1
St. Joe Natural Gas Company, Inc.	0	0	0	1
<b>TOTALS**</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>35</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 - July 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 - July 2024**

<b>Company Name</b>	<b>Month</b>	<b>Y-T-D</b>
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 2024**

<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 - July 2024

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	0	0	1
CHC VII, Ltd.	1	0	1	2
CSWR-Florida Utility Operating Company, LLC	0	2	2	41
FIMC Hideaway, Inc.	0	0	0	1
Florida Community Water Systems, Inc.	0	0	0	18
Gold Coast Utility Corp.	0	0	0	5
Grenelefe Resort Utility, Inc.	1	0	1	4
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
McLeod Gardens Utilities, LLC	0	0	0	1
MFL Utility Systems, L.L.C.	0	0	0	1
North Florida Community Water Systems, Inc.	0	0	0	2
Orange Land Utilities, LLC	0	1	1	1
Peoples Water Service Company of Florida, Inc.	3	1	4	6
Pinecrest Utilities, LLC	0	0	0	1
Pluris Wedgefield, LLC	1	0	1	2
Royal Waterworks, Inc.	0	0	0	2
Southwest Ocala Utility, Inc.	1	0	1	1
St. Johns River Estates Utilities, LLC	0	0	0	1
Sunny Shores Utilities, LLC	0	0	0	1
Sunrise Water, LLC	0	0	0	1
Sunshine Water Services	1	0	1	13
Useppa Island Utility, Inc.	0	0	0	1
Wildwood Water Company	0	0	0	2
<b>TOTALS**</b>	<b>8</b>	<b>4</b>	<b>12</b>	<b>110</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.