



# **FLORIDA PUBLIC SERVICE COMMISSION**

## **CONSUMER ACTIVITY REPORT June 2010**

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## **Consumer Access to the FLORIDA PUBLIC SERVICE COMMISSION**

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

\* CALL the Division of Service, Safety & Consumer Assistance 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  
Division of Service, Safety & Consumer Assistance  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

## Consumer Activity Overview June 2010

<b>Complaints Received &amp; Entered into CATS</b>		<b>1,212</b>
Electric	84	
Gas	14	
Competitive Local Exchange Telephone	24	
Local Exchange Telephone	142	
Long Distance Telephone	38	
Pay Telephone	1	
Shared Tenant	0	
Water & Wastewater	24	
Non-certificated Company Complaints Logged	4	
Electric	0	
Gas	0	
Telecommunications	4	
Water/Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)	704	
Electric	609	
Gas	3	
Telecommunications	92	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)	78	
Electric	63	
Gas	0	
Telecommunications	15	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule	99	
Electric	94	
Gas	2	
Telecommunications	3	
Water / Wastewater	0	
<b>Information Requests Received &amp; Entered into CATS</b>		<b>4,323</b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>5,535</b>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	899	3,892	4,791
Mail	40	40	80
Internet	254	354	608
Fax	19	37	56
<b>Totals</b>	<b>1,212</b>	<b>4,323</b>	<b>5,535</b>

## Cases by Industry

**June 2010**

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	84	7 %	431	10 %
Natural Gas	14	1 %	40	1 %
Telecommunications	205	16 %	2488	58 %
Competitive Local Exchange Telephone	24	2 %		
Local Exchange Telephone	142	12 %		
Long Distance Telephone	38	3 %		
Pay Telephone	1	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	24	2 %	265	6 %
Non-certificated Company Cases logged**	4	0 %	1099	25 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	704	58 %		
E-Transfers	78	6 %		
Cases Received & Closed by 3 Day Rule	99	8 %		
<b>Total</b>	<b>1,212</b>	<b>100 %</b>	<b>4,323</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 the PSC, but the complaint issue may be jurisdictional.

# Complaints Received by County

## June 2010



Note: County name not available for 50 cases.  
e.g., complaints received by e-mail, telephone  
transfer-connects, non-Florida addresses, etc.

# Electric Companies

## Complaint Activity - June 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	8	17	25	159
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	35
GULF POWER COMPANY	0	0	0	10
PROGRESS ENERGY FLORIDA, INC.	23	18	41	283
TAMPA ELECTRIC COMPANY	4	13	17	69
<b>TOTALS**</b>	<b>36</b>	<b>48</b>	<b>84</b>	<b>556</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 - June 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	0	3	3	34
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	1	1	6
FLORIDA PUBLIC UTILITIES COMPANY	2	1	3	11
PEOPLES GAS SYSTEM	3	4	7	59
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	2
<b>TOTALS**</b>	<b>5</b>	<b>9</b>	<b>14</b>	<b>112</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.*

## Local Telephone Companies

### Complaint Activity - June 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	37	69	106	492
CENTURYLINK	3	7	10	50
FAIRPOINT COMMUNICATIONS	0	0	0	3
TDS TELECOM/QUINCY TELEPHONE	0	0	0	2
VERIZON FLORIDA LLC	6	20	26	115
WINDSTREAM FLORIDA, INC.	0	0	0	4
<b>TOTALS**</b>	<b>46</b>	<b>96</b>	<b>142</b>	<b>666</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.*



# Competitive Local Exchange Telephone Companies

## Complaint Activity - June 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ABSOLUTE HOME PHONES, INC.	0	0	0	2
ACCESS ONE, INC.	0	1	1	1
AFFORDABLE PHONE SERVICES, INC.	0	2	2	3
ALL AMERICAN TELECOM, INC.	0	0	0	1
AMAFLA TELECOM, INC.	0	0	0	1
AMERICAN DIAL TONE, INC.	3	1	4	21
ANGLES COMMUNICATION SOLUTIONS	0	0	0	1
BIRCH COMMUNICATIONS, INC.	1	0	1	8
BIRCH TELECOM OF THE SOUTH, INC.	1	1	2	12
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	2	0	2	7
BROADVOX-CLEC, LLC	0	0	0	1
BUDGET PHONE	0	0	0	3
CBEYOND COMMUNICATIONS, LLC	0	0	0	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	2	0	2	8
DELTACOM, INC.	0	0	0	7
DPI-TELECONNECT, L.L.C.	0	0	0	1
DSL	0	0	0	1
EASY TELEPHONE SERVICES COMPANY	0	0	0	1
ENHANCED COMMUNICATIONS NETWORK, INC.	0	0	0	1
EVERYCALL COMMUNICATIONS, INC.	0	0	0	3
EXPRESS PHONE SERVICE	0	0	0	2
FIRST COMMUNICATIONS, LLC	0	0	0	1
FLATEL, INC.	0	1	1	2
FLORIDA TELEPHONE SERVICES, LLC	0	0	0	1
GRANITE TELECOMMUNICATIONS, LLC	0	0	0	1
INTELLICALL OPERATOR SERVICES, INC.	0	1	1	1
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1
KNOLOGY OF FLORIDA, INC.	0	0	0	1
LEVEL 3 COMMUNICATIONS, LLC	0	0	0	5
LIFECONNEX TELECOM, LLC	0	1	1	7
MCIMETRO ACCESS TRANSMISSION SERVICES LLC D/B/A VERIZON AC	0	0	0	4
PAETEC BUSINESS SERVICES	0	1	1	1
PAETEC COMMUNICATIONS, INC.	0	1	1	4
POWERNET GLOBAL COMMUNICATIONS, INC.	0	0	0	1
QWEST COMMUNICATIONS COMPANY, LLC	0	0	0	1

# Competitive Local Exchange Telephone Companies

## Complaint Activity - June 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
SH SERVICES LLC	0	0	0	1
STS TELECOM	0	0	0	1
STS TELECOM, LLC	0	1	1	4
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	1
TELEDIAS COMMUNICATIONS, INC.	0	0	0	1
THINK 12 CORPORATION D/B/A HELLO DEPOT	0	0	0	3
WINDSTREAM NUVOX INC.	1	1	2	18
XO COMMUNICATIONS SERVICES, INC.	1	1	2	6
<b>TOTALS**</b>	<b>11</b>	<b>13</b>	<b>24</b>	<b>153</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.*

# Long Distance Telephone Companies

## Complaint Activity - June 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AFFINITY 4	0	0	0	1
AMERICA NET, LLC	1	0	1	3
AMERICATEL CORPORATION	0	1	1	4
AT&T	1	3	4	33
AT&T LONG DISTANCE SERVICE	1	6	7	58
BIRCH COMMUNICATIONS, INC.	0	0	0	1
BLUERIDGE TELECOM SYSTEMS	0	0	0	1
CENTURYLINK COMMUNICATIONS	0	0	0	2
CENTURYLINK LONG DISTANCE	0	0	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	0	0	4
COMTECH 21, LLC	0	0	0	1
CONSUMER ACCESS	0	0	0	1
CORRECTIONAL BILLING SERVICES	0	1	1	7
CRISTEL TELECOM, L.L.C.	0	0	0	1
CUSTOM TELECONNECT, INC.	0	0	0	7
DELTACOM, INC.	0	1	1	2
ENHANCED SERVICES BILLING, INC.	0	0	0	5
EXCEL TELECOMMUNICATIONS	0	0	0	2
FIRST COMMUNICATIONS, LLC	0	1	1	6
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	0	1	2
GLOBAL TEL*LINK CORPORATION	0	0	0	19
GRANITE TELECOMMUNICATIONS, LLC	0	0	0	1
GT TELECOMM	0	0	0	1
ICSOLUTIONS	0	0	0	2
IDT AMERICA, CORP.	0	0	0	2
ILD TELESERVICES	0	1	1	22
INFINITY NETWORKS, INC.	0	1	1	2
INTELLICALL OPERATOR SERVICES, INC.	1	0	1	3
ITI INMATE TELEPHONE, INC.	0	0	0	1
LDC TELECOMMUNICATIONS, INC.	0	1	1	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	2	2	4
NET ONE INTERNATIONAL, INC.	0	0	0	1
NUVOX	0	0	0	3
ONELINK COMMUNICATIONS, INC.	0	0	0	1
OPERATOR ASSISTANCE NETWORK	1	0	1	9

# Long Distance Telephone Companies

## Complaint Activity - June 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
OPTIC INTERNET PROTOCOL, INC.	4	1	5	66
PRIMO COMMUNICATIONS INC	0	0	0	1
PRIMUS TELECOMMUNICATIONS, INC.	0	1	1	3
PUBLIC COMMUNICATIONS SERVICES, INC.	0	1	1	1
QUASAR COMMUNICATIONS OF TEXAS CORPORATION	0	0	0	4
QWEST COMMUNICATIONS COMPANY, LLC	0	1	1	3
SILV COMMUNICATION INC.	1	0	1	5
SPOT TALK	0	0	0	1
SPRINT	0	0	0	6
STI PREPAID, LLC	0	1	1	2
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	0	0	1
TELEFONICALATINA	0	0	0	1
TELENATIONAL COMMUNICATIONS, INC.	0	0	0	1
UNION TELECOM	0	0	0	1
UNITED TELECOM INC.	2	0	2	11
USA DIGITAL COMMUNICATIONS, INC.	0	0	0	1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	0	0	1
VERIZON BUSINESS SERVICES	1	0	1	10
VERIZON LONG DISTANCE LLC	0	0	0	8
VERIZON SELECT SERVICES INC.	0	0	0	1
WILTEL COMMUNICATION, LLC	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	0	0	0	2
ZERO PLUS DIALING	1	0	1	5
<b>TOTALS**</b>	<b>15</b>	<b>23</b>	<b>38</b>	<b>350</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.*

## Pay Telephone Companies

### Complaint Activity - June 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
EMBARQ PAYPHONE SERVICES, INC.	0	0	0	1
FIRST AMERICAN TELECOMMUNICATIONS CORPORATION	1	0	1	1
GLOBAL TEL *LINK CORPORATION	0	0	0	3
PACIFIC TELEMAGEMENT SERVICES	0	0	0	1
PAY TEL COMMUNICATIONS, INC. OF THE SOUTHEAST	0	0	0	1
STERLING PAYPHONES, LLC	0	0	0	1
<b>TOTALS**</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>8</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.*

# Water & Wastewater Companies

## Complaint Activity - June 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	0	0	0	3
AQUA UTILITIES FLORIDA, INC.	0	1	1	12
AQUA UTILITIES FLORIDA, INC.	0	1	1	2
AQUA UTILITIES FLORIDA, INC.	0	3	3	6
AQUA UTILITIES FLORIDA, INC.	0	2	2	12
AQUA UTILITIES FLORIDA, INC.	0	1	1	18
AQUA UTILITIES FLORIDA, INC.	0	1	1	2
AQUA UTILITIES FLORIDA, INC.	0	1	1	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	4
AQUA UTILITIES FLORIDA, INC.	0	0	0	6
AQUA UTILITIES FLORIDA, INC.	0	0	0	3
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	4
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
BIMINI BAY UTILITIES CORPORATION	0	0	0	5
BLACK BEAR RESERVE WATER COMPANY, INC.	1	0	1	1
COMMERCIAL UTILITIES, DIVISION OF GRACE AND COMPANY, INC.	0	0	0	1
COUNTY-WIDE UTILITY CO., INC.	0	0	0	1
CRESTRIDGE UTILITY CORPORATION	0	0	0	1
CYPRESS LAKES UTILITIES, INC.	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	2
FOUR POINTS UTILITY CORPORATION	0	0	0	7
GOLD COAST UTILITY CORP.	1	0	1	3
GRENELEFE RESORT UTILITY, INC.	0	0	0	1
HEATHER HILLS ESTATES	0	0	0	3
HOLMES UTILITIES, INC.	0	0	0	1
LABRADOR UTILITIES, INC.	0	0	0	2
LAKE UTILITY SERVICES, INC.	1	0	1	1
LAKE UTILITY SERVICES, INC.	0	0	0	4
LIGHTHOUSE UTILITIES COMPANY, INC.	0	1	1	2
LINDRICK SERVICE CORPORATION	0	0	0	5
MARION UTILITIES, INC.	1	0	1	1
MOBILE MANOR WATER COMPANY, INC.	0	0	0	1
NI FLORIDA, LLC	0	2	2	5

## Water & Wastewater Companies

### Complaint Activity - June 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
O&S WATER COMPANY, INC.	0	1	1	4
ORCHID SPRINGS DEVELOPMENT CORPORATION	0	0	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	1	1	5
PINECREST RANCHES, INC.	0	0	0	1
PLURIS WEDGEFIELD, INC.	1	2	3	13
RAINBOW SPRINGS UTILITIES, L.C.	0	0	0	1
RESIDENTIAL WATER SYSTEMS, INC.	0	1	1	1
ROYAL UTILITY COMPANY	0	0	0	2
SAN SEBASTIAN WATER, LLC	1	0	1	1
SUNRISE UTILITIES, LLC	0	0	0	4
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	1
TLP WATER, INC.	0	0	0	2
UTILITIES, INC. OF FLORIDA	0	0	0	4
UTILITIES, INC. OF FLORIDA	0	0	0	1
WEST LAKELAND WASTEWATER, INC.	0	0	0	1
<b>TOTALS**</b>	<b>6</b>	<b>18</b>	<b>24</b>	<b>168</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.*

# Unauthorized Additional Telephone Service Charges

## "Cramming"

### Cases Resolved - June 2010

	Month	Year-To-Date
AMERICATEL CORPORATION	0	1
AT&T FLORIDA	3	15
AT&T LONG DISTANCE SERVICE	0	1
CENTURYLINK	1	1
CONSUMER ACCESS	0	1
ENHANCED SERVICES BILLING, INC.	0	4
ILD TELESERVICES	0	15
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	7
VERIZON FLORIDA LLC	0	2
ZERO PLUS DIALING	0	1
<b>TOTALS*</b>	<b>4</b>	<b>48</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.*



# Unauthorized Telephone Service Charges

## "Local Slamming"

### Cases Resolved - June 2010

	Month	Year-To-Date
AMERICA NET, LLC	1	1
AMERICAN DIAL TONE, INC.	1	2
AT&T FLORIDA	4	7
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	1
BUDGET PHONE	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	3
ENHANCED COMMUNICATIONS NETWORK, INC.	0	1
LEVEL 3 COMMUNICATIONS, LLC	0	2
OPTIC INTERNET PROTOCOL, INC.	4	61
PRIMO COMMUNICATIONS INC	0	1
QUASAR COMMUNICATIONS OF TEXAS CORPORATION	0	2
SILV COMMUNICATION INC.	1	5
UNITED TELECOM INC.	2	9
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	1
<b>TOTALS*</b>	<b>13</b>	<b>97</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.*

# Unauthorized Telephone Service Charges

## "Long Distance Slamming"

### Cases Resolved - June 2010

	Month	Year-To-Date
AT&T	1	3
AT&T LONG DISTANCE SERVICE	1	7
BLUERIDGE TELECOM SYSTEMS	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	2
CUSTOM TELECONNECT, INC.	0	1
ENHANCED SERVICES BILLING, INC.	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	1
GLOBAL TEL*LINK CORPORATION	0	2
ILD TELESERVICES	0	4
INTELLICALL OPERATOR SERVICES, INC.	1	1
NET ONE INTERNATIONAL, INC.	0	1
ONELINK COMMUNICATIONS, INC.	0	1
OPERATOR ASSISTANCE NETWORK	1	1
PRIMUS TELECOMMUNICATIONS, INC.	0	1
QWEST COMMUNICATIONS COMPANY, LLC	0	2
SPRINT	0	3
TELENATIONAL COMMUNICATIONS, INC.	0	1
VERIZON BUSINESS SERVICES	1	2
VERIZON LONG DISTANCE LLC	0	2
ZERO PLUS DIALING	1	2
<b>TOTALS*</b>	<b>6</b>	<b>39</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

**Access Line or Subscriber Line** - The circuit or channel between the demarcation point at the customer's premises and the serving end or Class 5 central Office.

**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.

**Cramming** - When charges for telephone services are added, or "crammed", onto local telephone bills without the consumers's knowledge or consent.

**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.

**Shared Tenant Service (STS)** - As defined in section 364.339(1), Florida Statutes, means the provision of service which duplicates or competes with local service provided by an existing local telephone company and is furnished through a common switching or billing arrangements to tenants by an entity other than an existing local telephone company.

**Tariff** - Description of all rate schedules, a schedule of charges and rules and regulations of a utility company.

**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.