



CONSUMER ACTIVITY REPORT

June 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
- * Or WRITE to:

Florida Public Service Commission
Office of Consumer Assistance & Outreach
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview

June 2024

Complaints Received & Entered into CATS		795
Electric	48	
Gas	4	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	14	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		492
Electric	481	
Gas	11	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		75
Electric	72	
Gas	3	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		162
Electric	160	
Gas	2	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		2522
Total New Cases Received & Entered into CATS		3317

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	536	688	1224
Mail	5	9	14
Internet	254	1824	2078
Fax	0	1	1
Total	795	2522	3317

Cases by Industry

June 2024

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	48	6%	1893	75%
Natural Gas	4	1%	9	0%
Telecommunications	0	0%	148	6%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	14	2%	55	2%
Non-certificated Company Cases logged**	0	0%	417	17%
Telephone Transfer-Connects (Calls Transferred to Utilities)	492	62%		
E-Transfers	75	9%		
Cases Received & Closed by 3 Day Rule	162	20%		
Total	795	100%	2522	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

June 2024

County	Cases	County	Cases	County	Cases	County	Cases
N/A	270	Escambia	12	Lafayette	0	Pasco	8
Alachua	1	Flagler	2	Lake	7	Pinellas	23
Baker	0	Franklin	0	Lee	19	Polk	16
Bay	12	Gadsden	0	Leon	1	Putnam	3
Bradford	1	Gilchrist	0	Levy	2	Saint Johns	5
Brevard	34	Glades	0	Liberty	0	Saint Lucie	7
Broward	63	Gulf	0	Madison	0	Santa Rosa	15
Calhoun	0	Hamilton	0	Manatee	13	Sarasota	14
Charlotte	5	Hardee	0	Marion	6	Seminole	13
Citrus	2	Hendry	1	Martin	3	Sumter	0
Clay	0	Hernando	0	Monroe	0	Suwannee	0
Collier	5	Highlands	4	Nassau	3	Taylor	0
Columbia	0	Hillsborough	24	Okaloosa	8	Union	2
Dade	0	Holmes	0	Okeechobee	1	Volusia	32
DeSoto	1	Indian River	10	Orange	9	Wakulla	3
Dixie	0	Jackson	0	Osceola	3	Walton	1
Duval	0	Jefferson	0	Palm Beach	66	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 - June 2024

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	8	15	23	163
Florida Power & Light Company	3	8	11	91
Florida Public Utilities Company	1	1	2	16
Tampa Electric Company	6	6	12	37
TOTALS**	18	30	48	307

*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 2024

Company Name	Service*	Billing*	Total	Y-T-D
Florida Public Utilities Company	1	0	1	15
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Peoples Gas System, Inc.	1	1	2	13
Sebring Gas System, Inc.	0	1	1	1
St. Joe Natural Gas Company, Inc.	0	0	0	1
TOTALS**	2	2	4	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.

Lifeline Complaints

Complaint Activity - June 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 - June 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>		

Pay Telephone Complaints

Complaint Activity - June 2024

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 - June 2024

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	0	0	1
CHC VII, Ltd.	0	0	0	1
CSWR-Florida Utility Operating Company, LLC	3	1	4	39
FIMC Hideaway, Inc.	0	1	1	1
Florida Community Water Systems, Inc.	1	1	2	18
Gold Coast Utility Corp.	0	0	0	5
Grenelefe Resort Utility, Inc.	1	0	1	3
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
Peoples Water Service Company of Florida, Inc.	0	0	0	2
Pinecrest Utilities, LLC	0	0	0	1
Pluris Wedgefield, LLC	0	0	0	1
Royal Waterworks, Inc.	0	0	0	2
St. Johns River Estates Utilities, LLC	1	0	1	1
Sunny Shores Utilities, LLC	0	0	0	1
Sunrise Water, LLC	0	1	1	1
Sunshine Water Services	0	1	1	12
Useppa Island Utility, Inc.	1	0	1	1
Wildwood Water Company	2	0	2	2
TOTALS**	9	5	14	98

**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.