



FLORIDA
PUBLIC
SERVICE
COMMISSION

CONSUMER ACTIVITY REPORT March 2021

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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

March 2021

Complaints Received & Entered into CATS		412
Electric	50	
Gas	7	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	5	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		239
Electric	220	
Gas	19	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		32
Electric	32	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		79
Electric	78	
Gas	1	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		1500
Total New Cases Received & Entered into CATS		1912

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	291	1273	1564
Mail	2	7	9
Internet	119	219	338
Fax	0	1	1
Total	412	1500	1912

Cases by Industry

March 2021

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	50	12%	433	29%
Natural Gas	7	2%	26	2%
Telecommunications	0	0%	446	30%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	5	1%	73	5%
Non-certificated Company Cases logged**	0	0%	522	35%
Telephone Transfer-Connects (Calls Transferred to Utilities)	239	58%		
E-Transfers	32	8%		
Cases Received & Closed by 3 Day Rule	79	19%		
Total	412	100%	1500	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

March 2021

County	Cases	County	Cases	County	Cases
N/A	15	Escambia	26	Lafayette	0
Alachua	0	Flagler	4	Lake	4
Baker	0	Franklin	0	Lee	10
Bay	8	Gadsden	0	Leon	0
Bradford	0	Gilchrist	0	Levy	0
Brevard	31	Glades	0	Liberty	0
Broward	57	Gulf	0	Madison	0
Calhoun	0	Hamilton	0	Manatee	7
Charlotte	2	Hardee	0	Marion	2
Citrus	0	Hendry	1	Martin	1
Clay	0	Hernando	0	Monroe	0
Collier	7	Highlands	1	Nassau	3
Columbia	3	Hillsborough	10	Okaloosa	9
Dade	0	Holmes	0	Okeechobee	2
DeSoto	1	Indian River	3	Orange	4
Dixie	0	Jackson	4	Osceola	2
Duval	1	Jefferson	0	Palm Beach	50

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 - March 2021

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	5	14	19	58
Florida Power & Light Company	6	5	11	25
Florida Public Utilities Company	1	6	7	16
Gulf Power Company	1	10	11	92
Tampa Electric Company	1	1	2	10
TOTALS**	14	36	50	201

*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 - March 2021

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	1	1	3
Florida Division of Chesapeake Utilities Corporation	0	0	0	1
Florida Public Utilities Company	0	1	1	2
Peoples Gas System	1	4	5	13
TOTALS**	1	6	7	19

*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 - March 2021

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 - March 2021

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 - March 2021

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 - March 2021

Company Name	Service*	Billing*	Total	Y-T-D
Beaches Sewer System	0	0	0	1
Coral Cay Water & Sewer Company	0	0	0	1
East Marion Utilities, LLC	1	0	1	1
HC Waterworks, Inc.	0	0	0	1
Holiday Gardens Utilities, LLC	0	1	1	1
Little Gasparilla Water Utility, Inc.	0	1	1	1
Okaloosa Waterworks, Inc.	0	0	0	1
Palm Valley Utilities	1	0	1	1
Pluris Wedgefield, LLC	0	0	0	1
Sunrise Water, LLC	0	1	1	2
Sunshine Utilities of Central Florida, Inc.	0	0	0	2
Utilities, Inc. of Florida	0	0	0	5
TOTALS**	2	3	5	18

**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.

