



FLORIDA  
PUBLIC  
SERVICE  
COMMISSION

**CONSUMER ACTIVITY  
REPORT  
March 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](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

March 2022

<b>Complaints Received &amp; Entered into CATS</b>	<b>788</b>
Electric	107
Gas	12
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	5
<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>473</b>
Electric	453
Gas	20
Telecommunications	0
Water/Wastewater	0
<b>E-Transfers (E-mails sent to Utilities from the PSC Web site)</b>	<b>85</b>
Electric	78
Gas	7
Telecommunications	0
Water/Wastewater	0
<b>Cases Received / Closed Under 3 Day Rule</b>	<b>106</b>
Electric	106
Gas	0
Telecommunications	0
Water/Wastewater	0
<b>Consumer Contacts Received &amp; Entered into CATS.</b>	<b>1389</b>
<b>Total New Cases Received &amp; Entered into CATS</b>	<b>2177</b>

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	521	1042	1563
Mail	5	12	17
Internet	261	334	595
Fax	1	1	2
<b>Total</b>	<b>788</b>	<b>1389</b>	<b>2177</b>

## Cases by Industry

**March 2022**

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	106	13%	328	24%
Natural Gas	12	2%	26	2%
Telecommunications	0	0%	226	16%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	5	1%	105	8%
Non-certificated Company Cases logged**	0	0%	704	51%
Telephone Transfer-Connects (Calls Transferred to Utilities)	473	60%		
E-Transfers	85	11%		
Cases Received & Closed by 3 Day Rule	106	13%		
<b>Total</b>	<b>788</b>	<b>100%</b>	<b>1389</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

**March 2022**

<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	24	Escambia	133	Lafayette	0	Pasco	7
Alachua	0	Flagler	11	Lake	5	Pinellas	26
Baker	0	Franklin	2	Lee	11	Polk	10
Bay	38	Gadsden	0	Leon	1	Putnam	2
Bradford	0	Gilchrist	0	Levy	0	Saint Johns	6
Brevard	27	Glades	0	Liberty	0	Saint Lucie	10
Broward	69	Gulf	1	Madison	1	Santa Rosa	50
Calhoun	0	Hamilton	1	Manatee	8	Sarasota	14
Charlotte	7	Hardee	0	Marion	3	Seminole	10
Citrus	10	Hendry	2	Martin	3	Sumter	0
Clay	0	Hernando	0	Monroe	1	Suwannee	0
Collier	3	Highlands	7	Nassau	3	Taylor	2
Columbia	2	Hillsborough	15	Okaloosa	60	Union	0
Dade	0	Holmes	3	Okeechobee	1	Volusia	25
DeSoto	1	Indian River	5	Orange	18	Wakulla	0
Dixie	0	Jackson	6	Osceola	3	Walton	6
Duval	0	Jefferson	1	Palm Beach	50	Washington	7

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 2022

<b>Company Name</b>	<b>Service*</b>	<b>Billing*</b>	<b>Total</b>	<b>Y-T-D</b>
Duke Energy	3	24	27	82
Florida Power & Light Company	5	66	71	272
Florida Public Utilities Company	0	3	3	6
Tampa Electric Company	3	2	5	13
<b>TOTALS**</b>	<b>11</b>	<b>95</b>	<b>106</b>	<b>373</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 - March 2022**

<b>Company Name</b>	<b>Service*</b>	<b>Billing*</b>	<b>Total</b>	<b>Y-T-D</b>
Florida City Gas	1	2	3	6
Florida Division of Chesapeake Utilities Corporation	0	0	0	1
Florida Public Utilities Company	0	7	7	14
Florida Public Utilities Company - Fort Meade Division	0	1	1	1
Florida Public Utilities Company - Indiantown Division	0	0	0	2
Peoples Gas System	1	0	1	5
<b>TOTALS**</b>	<b>2</b>	<b>10</b>	<b>12</b>	<b>29</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 - March 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 - March 2022**

<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 - March 2022**

<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 - March 2022

<b>Company Name</b>	<b>Service*</b>	<b>Billing*</b>	<b>Total</b>	<b>Y-T-D</b>
Crestridge Utilities, LLC	0	0	0	1
Grenelefe Resort Utility, Inc.	0	0	0	1
HC Waterworks, Inc.	1	0	1	1
Heather Hills Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	0	0	1
Ocala Palms Utilities, LLC	1	0	1	2
Sunshine Water Services	0	1	1	2
Water Management Services, Inc.	2	0	2	2
<b>TOTALS**</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>11</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.