



CONSUMER ACTIVITY REPORT

March 2023

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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 2023

| | |
|--|-------------|
| Complaints Received & Entered into CATS | 741 |
| Electric | 67 |
| Gas | 5 |
| LifeLine | 0 |
| Relay | 0 |
| Pay Telephone | 0 |
| Water/Wastewater | 8 |
| Non-certificated Company Complaints Logged | 0 |
| Electric | 0 |
| Gas | 0 |
| Telecommunications | 0 |
| Water/Wastewater | 0 |
| Telephone Transfer-Connects (Calls Transferred to Utilities) | 420 |
| Electric | 417 |
| Gas | 3 |
| Telecommunications | 0 |
| Water/Wastewater | 0 |
| E-Transfers (E-mails sent to Utilities from the PSC Web site) | 86 |
| Electric | 86 |
| Gas | 0 |
| Telecommunications | 0 |
| Water/Wastewater | 0 |
| Cases Received / Closed Under 3 Day Rule | 155 |
| Electric | 148 |
| Gas | 7 |
| Telecommunications | 0 |
| Water/Wastewater | 0 |
| Consumer Contacts Received & Entered into CATS. | 1782 |
| Total New Cases Received & Entered into CATS | 2523 |

| Cases Were Received | Complaints | Consumer Contact | Total Cases |
|---------------------|------------|------------------|-------------|
| Phone | 486 | 813 | 1299 |
| Mail | 1 | 8 | 9 |
| Internet | 254 | 961 | 1215 |
| Fax | 0 | 0 | 0 |
| Total | 741 | 1782 | 2523 |

Cases by Industry

March 2023

| | Complaints Logged | Percentage of Total Complaints* | Consumer Contact Logged | Percentage of Total Consumer Contact* |
|---|----------------------|---------------------------------------|----------------------------|--|
| Electric | 67 | 9% | 1036 | 58% |
| Natural Gas | 5 | 1% | 16 | 1% |
| Telecommunications | 0 | 0% | 142 | 8% |
| Lifeline | 0 | 0% | | |
| Relay | 0 | 0% | | |
| Pay Telephone | 0 | 0% | | |
| Water & Wastewater | 8 | 1% | 48 | 3% |
| Non-certificated Company Cases logged** | 0 | 0% | 540 | 30% |
| Telephone Transfer-Connects (Calls Transferred to Utilities) | 420 | 57% | | |
| E-Transfers | 86 | 12% | | |
| Cases Received & Closed by 3 Day Rule | 155 | 21% | | |
| Total | 741 | 100% | 1782 | 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 2023

| County | Cases | County | Cases | County | Cases | County | Cases |
|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|
| N/A | 47 | Escambia | 46 | Lafayette | 0 | Pasco | 5 |
| Alachua | 1 | Flagler | 8 | Lake | 4 | Pinellas | 33 |
| Baker | 2 | Franklin | 1 | Lee | 64 | Polk | 13 |
| Bay | 17 | Gadsden | 1 | Leon | 0 | Putnam | 0 |
| Bradford | 0 | Gilchrist | 0 | Levy | 0 | Saint Johns | 6 |
| Brevard | 24 | Glades | 0 | Liberty | 0 | Saint Lucie | 13 |
| Broward | 63 | Gulf | 0 | Madison | 0 | Santa Rosa | 9 |
| Calhoun | 0 | Hamilton | 2 | Manatee | 19 | Sarasota | 35 |
| Charlotte | 19 | Hardee | 1 | Marion | 3 | Seminole | 30 |
| Citrus | 1 | Hendry | 4 | Martin | 6 | Sumter | 0 |
| Clay | 0 | Hernando | 1 | Monroe | 0 | Suwannee | 0 |
| Collier | 11 | Highlands | 9 | Nassau | 2 | Taylor | 0 |
| Columbia | 2 | Hillsborough | 14 | Okaloosa | 10 | Union | 0 |
| Dade | 0 | Holmes | 1 | Okeechobee | 2 | Volusia | 34 |
| DeSoto | 3 | Indian River | 9 | Orange | 20 | Wakulla | 0 |
| Dixie | 0 | Jackson | 2 | Osceola | 3 | Walton | 1 |
| Duval | 0 | Jefferson | 0 | Palm Beach | 55 | Washington | 2 |

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 2023

| Company Name | Service* | Billing* | Total | Y-T-D |
|----------------------------------|-----------------|-----------------|--------------|--------------|
| Duke Energy | 12 | 26 | 38 | 108 |
| Florida Power & Light Company | 6 | 13 | 19 | 41 |
| Florida Public Utilities Company | 0 | 2 | 2 | 12 |
| Tampa Electric Company | 6 | 2 | 8 | 24 |
| TOTALS** | 24 | 43 | 67 | 185 |

*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 2023

| Company Name | Service* | Billing* | Total | Y-T-D |
|----------------------------------|-----------------|-----------------|--------------|--------------|
| Florida City Gas | 0 | 1 | 1 | 2 |
| Florida Public Utilities Company | 1 | 2 | 3 | 16 |
| Peoples Gas System | 0 | 0 | 0 | 2 |
| Peoples Gas System, Inc. | 0 | 1 | 1 | 3 |
| TOTALS** | 1 | 4 | 5 | 23 |

*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 2023

| 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 2023

| 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 2023

| 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 2023

| Company Name | Service* | Billing* | Total | Y-T-D |
|--|----------|----------|----------|-----------|
| Charlie Creek Utilities, LLC | 1 | 0 | 1 | 1 |
| Cobblestone II RVG LLC d/b/a River Grove Utility | 0 | 0 | 0 | 1 |
| Grenelefe Utility | 0 | 0 | 0 | 1 |
| Lake Yale Utilities, LLC | 0 | 1 | 1 | 1 |
| Leighton Estates Utilities, LLC | 0 | 1 | 1 | 1 |
| LP Waterworks, Inc. | 0 | 0 | 0 | 1 |
| McLeod Gardens Utilities, LLC | 2 | 0 | 2 | 2 |
| Mobile Manor Water Company, Inc. | 0 | 0 | 0 | 1 |
| North Florida Community Water Systems, Inc. | 1 | 1 | 2 | 3 |
| Orchid Springs Development Corporation | 0 | 0 | 0 | 1 |
| Palm Valley Utilities | 0 | 0 | 0 | 3 |
| Placid Lakes Utilities, Inc. | 0 | 0 | 0 | 1 |
| Pluris Wedgefield, LLC | 0 | 0 | 0 | 1 |
| RSPI MHC, LLC | 0 | 1 | 1 | 1 |
| S. V. Utilities, Ltd. | 0 | 0 | 0 | 1 |
| Sunlake Estates Utilities, L.L.C. | 0 | 0 | 0 | 1 |
| Sunny Shores Utilities, LLC | 0 | 0 | 0 | 1 |
| Sunrise Water, LLC | 0 | 0 | 0 | 1 |
| Sunshine Water Services | 0 | 0 | 0 | 4 |
| TOTALS** | 4 | 4 | 8 | 27 |

**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.