



CONSUMER ACTIVITY REPORT

March 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

March 2024

Complaints Received & Entered into CATS	774
Electric	47
Gas	9
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	11
Non-certificated Company Complaints Logged	0
Electric	0
Gas	0
Telecommunications	0
Water/Wastewater	0
Telephone Transfer-Connects (Calls Transferred to Utilities)	531
Electric	523
Gas	8
Telecommunications	0
Water/Wastewater	0
E-Transfers (E-mails sent to Utilities from the PSC Web site)	65
Electric	65
Gas	0
Telecommunications	0
Water/Wastewater	0
Cases Received / Closed Under 3 Day Rule	111
Electric	110
Gas	1
Telecommunications	0
Water/Wastewater	0
Consumer Contacts Received & Entered into CATS.	869
Total New Cases Received & Entered into CATS	1643

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	550	663	1213
Mail	1	10	11
Internet	223	196	419
Fax	0	0	0
Total	774	869	1643

Cases by Industry

March 2024

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	46	6%	240	28%
Natural Gas	9	1%	10	1%
Telecommunications	0	0%	135	16%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	11	1%	55	6%
Non-certificated Company Cases logged**	0	0%	429	49%
Telephone Transfer-Connects (Calls Transferred to Utilities)	531	69%		
E-Transfers	65	8%		
Cases Received & Closed by 3 Day Rule	111	14%		
Total	774	100%	869	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 2024

County	Cases	County	Cases	County	Cases	County	Cases
N/A	302	Escambia	22	Lafayette	1	Pasco	9
Alachua	0	Flagler	5	Lake	6	Pinellas	20
Baker	0	Franklin	1	Lee	18	Polk	21
Bay	5	Gadsden	0	Leon	0	Putnam	3
Bradford	1	Gilchrist	0	Levy	0	Saint Johns	7
Brevard	27	Glades	0	Liberty	0	Saint Lucie	10
Broward	51	Gulf	0	Madison	0	Santa Rosa	7
Calhoun	0	Hamilton	0	Manatee	7	Sarasota	14
Charlotte	9	Hardee	0	Marion	7	Seminole	6
Citrus	4	Hendry	0	Martin	6	Sumter	0
Clay	0	Hernando	1	Monroe	0	Suwannee	0
Collier	12	Highlands	1	Nassau	2	Taylor	0
Columbia	0	Hillsborough	11	Okaloosa	7	Union	0
Dade	0	Holmes	0	Okeechobee	1	Volusia	26
DeSoto	0	Indian River	13	Orange	18	Wakulla	0
Dixie	0	Jackson	0	Osceola	2	Walton	2
Duval	0	Jefferson	0	Palm Beach	39	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 - March 2024

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	17	16	33	107
Florida Power & Light Company	2	3	5	46
Florida Public Utilities Company	0	2	2	11
Tampa Electric Company	2	4	6	9
TOTALS**	21	25	46	173

*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 2024

Company Name	Service*	Billing*	Total	Y-T-D
Florida Public Utilities Company	1	4	5	8
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Peoples Gas System, Inc.	2	2	4	6
St. Joe Natural Gas Company, Inc.	0	0	0	1
TOTALS**	3	6	9	16

*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 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 - March 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 - March 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 - March 2024

Company Name	Service*	Billing*	Total	Y-T-D
CHC VII, Ltd.	0	0	0	1
CSWR-Florida Utility Operating Company, LLC	1	1	2	11
Florida Community Water Systems, Inc.	0	1	1	14
Gold Coast Utility Corp.	0	1	1	1
Grove Land Utilities, LLC	1	0	1	1
Holiday Gardens Utilities, LLC	0	1	1	1
McLeod Gardens Utilities, LLC	0	0	0	1
MFL Utility Systems, L.L.C.	1	0	1	1
Peoples Water Service Company of Florida, Inc.	0	0	0	1
Pinecrest Utilities, LLC	0	0	0	1
Pluris Wedgefield, LLC	0	0	0	1
Sunny Shores Utilities, LLC	0	0	0	1
Sunshine Water Services	1	3	4	7
TOTALS**	4	7	11	42

**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.

