



# **CONSUMER ACTIVITY REPORT**

**May 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](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

May 2023

<b>Complaints Received &amp; Entered into CATS</b>	<b>701</b>
Electric	42
Gas	8
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	7
<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>439</b>
Electric	434
Gas	5
Telecommunications	0
Water/Wastewater	0
<b>E-Transfers (E-mails sent to Utilities from the PSC Web site)</b>	<b>57</b>
Electric	57
Gas	0
Telecommunications	0
Water/Wastewater	0
<b>Cases Received / Closed Under 3 Day Rule</b>	<b>148</b>
Electric	147
Gas	1
Telecommunications	0
Water/Wastewater	0
<b>Consumer Contacts Received &amp; Entered into CATS.</b>	<b>917</b>
<b>Total New Cases Received &amp; Entered into CATS</b>	<b>1618</b>

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	493	689	1182
Mail	2	4	6
Internet	205	224	429
Fax	1	0	1
<b>Total</b>	<b>701</b>	<b>917</b>	<b>1618</b>

## Cases by Industry

**May 2023**

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	42	6%	245	27%
Natural Gas	8	1%	12	1%
Telecommunications	0	0%	115	13%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	7	1%	48	5%
Non-certificated Company Cases logged**	0	0%	496	54%
Telephone Transfer-Connects (Calls Transferred to Utilities)	439	63%		
E-Transfers	57	8%		
Cases Received & Closed by 3 Day Rule	148	21%		
<b>Total</b>	<b>701</b>	<b>100%</b>	<b>917</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

**May 2023**

<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	70	Escambia	49	Lafayette	0	Pasco	6
Alachua	1	Flagler	12	Lake	4	Pinellas	18
Baker	2	Franklin	0	Lee	24	Polk	11
Bay	15	Gadsden	0	Leon	0	Putnam	0
Bradford	0	Gilchrist	0	Levy	1	Saint Johns	5
Brevard	23	Glades	0	Liberty	0	Saint Lucie	14
Broward	90	Gulf	1	Madison	0	Santa Rosa	3
Calhoun	0	Hamilton	1	Manatee	11	Sarasota	30
Charlotte	9	Hardee	0	Marion	9	Seminole	12
Citrus	1	Hendry	4	Martin	4	Sumter	0
Clay	0	Hernando	0	Monroe	0	Suwannee	0
Collier	24	Highlands	2	Nassau	6	Taylor	4
Columbia	1	Hillsborough	20	Okaloosa	3	Union	0
Dade	0	Holmes	0	Okeechobee	0	Volusia	38
DeSoto	0	Indian River	9	Orange	11	Wakulla	0
Dixie	1	Jackson	2	Osceola	2	Walton	2
Duval	2	Jefferson	1	Palm Beach	64	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 - May 2023

<b>Company Name</b>	<b>Service*</b>	<b>Billing*</b>	<b>Total</b>	<b>Y-T-D</b>
Duke Energy	8	14	22	149
Florida Power & Light Company	8	1	9	63
Florida Public Utilities Company	1	1	2	16
Tampa Electric Company	4	5	9	38
<b>TOTALS**</b>	<b>21</b>	<b>21</b>	<b>42</b>	<b>266</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 - May 2023**

<b>Company Name</b>	<b>Service*</b>	<b>Billing*</b>	<b>Total</b>	<b>Y-T-D</b>
Florida City Gas	0	0	0	2
Florida Division of Chesapeake Utilities Corporation	0	1	1	1
Florida Public Utilities Company	2	1	3	23
Peoples Gas System	0	0	0	1
Peoples Gas System, Inc.	2	1	3	7
St. Joe Natural Gas Company, Inc.	0	1	1	1
<b>TOTALS**</b>	<b>4</b>	<b>4</b>	<b>8</b>	<b>35</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 - May 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 - May 2023**

<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 - May 2023

<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 - May 2023

Company Name	Service*	Billing*	Total	Y-T-D
Charlie Creek Utilities, LLC	0	0	0	1
Cobblestone II RVG LLC d/b/a River Grove Utility	0	0	0	1
CSWR-Florida Utility Operating Company, LLC	0	1	1	2
East Marion Utilities, LLC	1	0	1	1
Grenelefe Utility	0	0	0	1
Holiday Gardens Utilities, LLC	1	0	1	1
Lake Yale Utilities, LLC	0	0	0	1
Leighton Estates Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	0	0	1
McLeod Gardens Utilities, LLC	0	0	0	6
Mobile Manor Water Company, Inc.	0	0	0	1
North Florida Community Water Systems, Inc.	0	0	0	3
Ocala Palms Utilities, LLC	0	1	1	1
Orchid Springs Development Corporation	0	0	0	1
Palm Valley Utilities	0	0	0	3
Placid Lakes Utilities, Inc.	0	0	0	2
Pluris Wedgefield, LLC	0	0	0	1
RSPI MHC, LLC	0	0	0	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	1	0	1	2
Sunshine Water Services	1	1	2	13
Water Management Services, Inc.	0	0	0	1
<b>TOTALS**</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>48</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.

