



CONSUMER ACTIVITY REPORT

May 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

May 2024

Complaints Received & Entered into CATS	798
Electric	41
Gas	2
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	24
Non-certificated Company Complaints Logged	0
Electric	0
Gas	0
Telecommunications	0
Water/Wastewater	0
Telephone Transfer-Connects (Calls Transferred to Utilities)	504
Electric	492
Gas	12
Telecommunications	0
Water/Wastewater	0
E-Transfers (E-mails sent to Utilities from the PSC Web site)	104
Electric	104
Gas	0
Telecommunications	0
Water/Wastewater	0
Cases Received / Closed Under 3 Day Rule	123
Electric	121
Gas	2
Telecommunications	0
Water/Wastewater	0
Consumer Contacts Received & Entered into CATS.	1855
Total New Cases Received & Entered into CATS	2653

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	534	748	1282
Mail	1	4	5
Internet	263	1102	1365
Fax	0	1	1
Total	798	1855	2653

Cases by Industry

May 2024

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	40	5%	1080	58%
Natural Gas	2	0%	28	2%
Telecommunications	0	0%	172	9%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	24	3%	118	6%
Non-certificated Company Cases logged**	0	0%	457	25%
Telephone Transfer-Connects (Calls Transferred to Utilities)	504	63%		
E-Transfers	104	13%		
Cases Received & Closed by 3 Day Rule	123	15%		
Total	798	100%	1855	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

May 2024

County	Cases	County	Cases	County	Cases	County	Cases
N/A	287	Escambia	18	Lafayette	1	Pasco	4
Alachua	3	Flagler	6	Lake	8	Pinellas	21
Baker	1	Franklin	0	Lee	10	Polk	12
Bay	2	Gadsden	0	Leon	1	Putnam	1
Bradford	0	Gilchrist	0	Levy	0	Saint Johns	1
Brevard	22	Glades	0	Liberty	0	Saint Lucie	8
Broward	63	Gulf	0	Madison	0	Santa Rosa	7
Calhoun	0	Hamilton	0	Manatee	25	Sarasota	14
Charlotte	9	Hardee	0	Marion	22	Seminole	7
Citrus	3	Hendry	0	Martin	4	Sumter	0
Clay	0	Hernando	0	Monroe	0	Suwannee	1
Collier	1	Highlands	2	Nassau	0	Taylor	1
Columbia	2	Hillsborough	46	Okaloosa	7	Union	0
Dade	0	Holmes	0	Okeechobee	1	Volusia	20
DeSoto	1	Indian River	14	Orange	18	Wakulla	0
Dixie	0	Jackson	1	Osceola	2	Walton	2
Duval	1	Jefferson	0	Palm Beach	38	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 2024

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	6	9	15	140
Florida Power & Light Company	7	7	14	79
Florida Public Utilities Company	2	1	3	15
Tampa Electric Company	4	4	8	25
TOTALS**	19	21	40	259

*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 2024

Company Name	Service*	Billing*	Total	Y-T-D
Florida Public Utilities Company	1	1	2	14
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Peoples Gas System, Inc.	0	0	0	11
St. Joe Natural Gas Company, Inc.	0	0	0	1
TOTALS**	1	1	2	27

*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 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 - May 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 - May 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 - May 2024

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	1	1	1
CHC VII, Ltd.	0	0	0	1
CSWR-Florida Utility Operating Company, LLC	15	1	16	35
Florida Community Water Systems, Inc.	1	0	1	16
Gold Coast Utility Corp.	0	0	0	5
Grenelefe Resort Utility, Inc.	0	0	0	2
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
McLeod Gardens Utilities, LLC	0	0	0	1
MFL Utility Systems, L.L.C.	0	0	0	1
North Florida Community Water Systems, Inc.	0	1	1	2
Peoples Water Service Company of Florida, Inc.	0	0	0	2
Pinecrest Utilities, LLC	0	0	0	1
Pluris Wedgefield, LLC	0	0	0	1
Royal Waterworks, Inc.	0	1	1	2
Sunny Shores Utilities, LLC	0	0	0	1
Sunshine Water Services	1	3	4	11
TOTALS**	17	7	24	84

**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.