



FLORIDA
PUBLIC
SERVICE
COMMISSION

CONSUMER ACTIVITY REPORT

November 2019

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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

November 2019

Complaints Received & Entered into CATS		604
Electric		40
Gas		4
LifeLine		3
Relay		0
Pay Telephone		0
Water/Wastewater		6
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		468
Electric	464	
Gas	4	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		31
Electric	31	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		52
Electric	51	
Gas	1	
Telecommunications	0	
Water/Wastewater	0	
Information Requests Received & Entered into CATS		1233
Total New Cases Received & Entered into CATS		1837

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	514	1008	1522
Mail	3	13	16
Internet	87	208	295
Fax	0	0	0
Total	604	1233	1837

Cases by Industry

November 2019

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	40	7%	363	29%
Natural Gas	4	1%	6	0%
Telecommunications	3	0%	513	42%
Lifeline	3	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	6	1%	50	4%
Non-certificated Company Cases logged**	0	0%	292	24%
Telephone Transfer-Connects (Calls Transferred to Utilities)	468	77%		
E-Transfers	31	5%		
Cases Received & Closed by 3 Day Rule	52	9%		
Total	604	100%	1233	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

November 2019

County	Cases	County	Cases	County	Cases
N/A	38	Escambia	21	Lafayette	0
Alachua	0	Flagler	3	Lake	7
Baker	0	Franklin	0	Lee	11
Bay	13	Gadsden	0	Leon	0
Bradford	0	Gilchrist	0	Levy	0
Brevard	24	Glades	0	Liberty	0
Broward	74	Gulf	1	Madison	1
Calhoun	0	Hamilton	0	Manatee	9
Charlotte	2	Hardee	0	Marion	3
Citrus	4	Hendry	1	Martin	8
Clay	0	Hernando	1	Monroe	0
Collier	9	Highlands	4	Nassau	2
Columbia	2	Hillsborough	17	Okaloosa	11
Dade	1	Holmes	0	Okeechobee	4
DeSoto	1	Indian River	6	Orange	37
Dixie	0	Jackson	0	Osceola	1
Duval	0	Jefferson	0	Palm Beach	38

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 - November 2019

Company Name	Service*	Billing*	Total	Y-T-D
DUKE ENERGY	11	9	20	342
FLORIDA POWER & LIGHT COMPANY	3	9	12	125
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	28
GULF POWER COMPANY	1	2	3	14
TAMPA ELECTRIC COMPANY	2	2	4	100
TOTALS**	17	23	40	609

*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 - November 2019

Company Name	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	1	1	2	15
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	0	0	2
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	10
FLORIDA PUBLIC UTILITIES COMPANY - FORT MEADE DIVISION	0	0	0	1
Peoples Gas System	0	2	2	19
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	2
TOTALS**	1	3	4	49

*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 - November 2019

Company Name	Month	Y-T-D
CenturyLink	2	8
Frontier Communications of the South, LLC	1	6
FRONTIER FLORIDA LLC	0	4
Verizon Florida LLC	0	1
TOTALS**	3	19

**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.

Relay Service Complaints

Complaint Activity - November 2019

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 - November 2019

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 - November 2019

Company Name	Service*	Billing*	Total	Y-T-D
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUARINA UTILITIES, INC.	0	0	0	1
BEACHES SEWER SYSTEM	0	0	0	1
Camachee Cove Yacht Harbor Utility	0	0	0	2
CAP UTILITIES, LLC	0	0	0	1
CHARLIE CREEK UTILITIES, LLC	0	0	0	1
CHC VII, LTD.	0	0	0	2
CRESTRIDGE UTILITIES, LLC	0	0	0	7
CROOKED LAKE PARK SEWERAGE COMPANY	0	0	0	3
EAST MARION UTILITIES, LLC	0	0	0	1
FAIRMOUNT UTILITIES, THE 2ND, INC.	0	0	0	1
FIMC Hideaway, Inc.	0	0	0	3
Forest Utilities, Inc.	0	0	0	1
Hash Utilities, LLC	0	0	0	1
HC WATERWORKS, INC.	0	0	0	6
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	3	0	3	3
K W RESORT UTILITIES CORP.	0	0	0	1
Lake Utility Services, Inc.	0	0	0	1
LAKE YALE UTILITIES, LLC	0	0	0	1
Lakeside Waterworks. Inc.	0	0	0	2
LIGHTHOUSE UTILITIES COMPANY, INC.	0	0	0	2
LITTLE GASPARILLA WATER UTILITY, INC.	0	0	0	1
MCLEOD GARDENS UTILITIES, LLC	0	0	0	1
MFL UTILITY SYSTEMS, L.L.C.	0	0	0	1
MOBILE MANOR WATER COMPANY, INC.	0	0	0	1
NEIGHBORHOOD UTILITIES, INC.	0	0	0	1
NI FLORIDA, LLC	0	0	0	3
NORTH PENINSULA UTILITIES CORPORATION	0	0	0	1
PARK WATER COMPANY	0	0	0	3

**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 - Continued

Complaint Activity - November 2019

Company Name	Service*	Billing*	Total	Y-T-D
Peoples Water Service Company of Florida, Inc.	0	1	1	5
PLACID LAKES UTILITIES, INC.	0	0	0	2
PLURIS WEDGEFIELD, INC.	0	0	0	2
PLURIS WEDGEFIELD, LLC	0	0	0	21
RAINTREE WATERWORKS, INC.	0	0	0	3
ROYAL UTILITY COMPANY	0	0	0	1
RSPI MHC, LLC	0	0	0	1
SEMINOLE WATERWORKS, INC.	0	0	0	1
SOUTHLAKE UTILITIES, INC.	0	0	0	2
SUNLAKE ESTATES UTILITIES, L.L.C.	0	0	0	1
SUNNY HILLS UTILITY COMPANY	0	0	0	3
SUNNY SHORES WATER CO.	0	0	0	1
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	4
THE WOODS UTILITY COMPANY	0	0	1	6
TYMBER CREEK UTILITIES, INCORPORATED	0	0	0	1
USEPPA ISLAND UTILITY, INC.	0	0	0	3
UTILITIES, INC. OF FLORIDA	0	1	1	45
WATER MANAGEMENT SERVICES, INC.	0	0	0	1
WILDWOOD WATER COMPANY	0	0	0	2
TOTALS**	3	2	6	160

**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 an information request.

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 information requests 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 an information request 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.

Information Request:

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.