



FLORIDA  
PUBLIC  
SERVICE  
COMMISSION

# **CONSUMER ACTIVITY REPORT**

## **November 2020**

## Table of Contents

Consumer Activity Overview	1
Cases by Industry	2
Complaints by County	3
Electric Companies - Complaint Activity	4
Gas Companies - Complaint Activity	5
Lifeline - Complaint Activity	6
Florida Relay - Complaint Activity	7
Pay Telephone Companies - Complaint Activity	8
Water and Wastewater Companies - Complaint Activity	9
Definitions	11

## 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

November 2020

<b>Complaints Received &amp; Entered into CATS</b>	<b>463</b>
Electric	47
Gas	4
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	13
<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>282</b>
Electric	280
Gas	2
Telecommunications	0
Water/Wastewater	0
<b>E-Transfers (E-mails sent to Utilities from the PSC Web site)</b>	<b>45</b>
Electric	45
Gas	0
Telecommunications	0
Water/Wastewater	0
<b>Cases Received / Closed Under 3 Day Rule</b>	<b>72</b>
Electric	72
Gas	0
Telecommunications	0
Water/Wastewater	0
<b>Consumer Contacts Received &amp; Entered into CATS.</b>	<b>1811</b>
<b>Total New Cases Received &amp; Entered into CATS</b>	<b>2274</b>

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	340	1207	1547
Mail	2	7	9
Internet	120	589	709
Fax	1	8	9
<b>Total</b>	<b>463</b>	<b>1811</b>	<b>2274</b>

## Cases by Industry

**November 2020**

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	47	10%	831	46%
Natural Gas	4	1%	11	1%
Telecommunications	0	0%	440	24%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	13	3%	136	8%
Non-certificated Company Cases logged**	0	0%	393	22%
Telephone Transfer-Connects (Calls Transferred to Utilities)	282	61%		
E-Transfers	45	10%		
Cases Received & Closed by 3 Day Rule	72	16%		
<b>Total</b>	<b>463</b>	<b>100%</b>	<b>1811</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

**November 2020**

<b>County</b>	<b>Cases</b>	<b>County</b>	<b>Cases</b>	<b>County</b>	<b>Cases</b>
N/A	21	Escambia	11	Lafayette	0
Alachua	0	Flagler	3	Lake	4
Baker	0	Franklin	1	Lee	9
Bay	5	Gadsden	0	Leon	0
Bradford	0	Gilchrist	0	Levy	0
Brevard	25	Glades	0	Liberty	0
Broward	83	Gulf	1	Madison	0
Calhoun	0	Hamilton	0	Manatee	7
Charlotte	8	Hardee	0	Marion	2
Citrus	0	Hendry	0	Martin	8
Clay	0	Hernando	1	Monroe	0
Collier	11	Highlands	2	Nassau	0
Columbia	2	Hillsborough	17	Okaloosa	7
Dade	0	Holmes	0	Okeechobee	3
DeSoto	2	Indian River	4	Orange	15
Dixie	0	Jackson	0	Osceola	0
Duval	0	Jefferson	0	Palm Beach	41

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 2020

<b>Company Name</b>	<b>Service*</b>	<b>Billing*</b>	<b>Total</b>	<b>Y-T-D</b>
Duke Energy	15	19	34	326
Florida Power & Light Company	1	5	6	104
Florida Public Utilities Company	0	0	0	11
Gulf Power Company	2	2	4	27
Tampa Electric Company	3	0	3	68
<b>TOTALS**</b>	<b>21</b>	<b>26</b>	<b>47</b>	<b>536</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 - November 2020

<b>Company Name</b>	<b>Service*</b>	<b>Billing*</b>	<b>Total</b>	<b>Y-T-D</b>
Florida City Gas	1	0	1	11
Florida Division of Chesapeake Utilities Corporation	0	0	0	3
Florida Public Utilities Company	0	0	0	8
Peoples Gas System	2	1	3	35
St. Joe Natural Gas Company, Inc.	0	0	0	1
<b>TOTALS**</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>58</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 - November 2020

<b>Company Name</b>	<b>Month</b>	<b>Y-T-D</b>
CenturyLink	0	4
Frontier Florida LLC	0	1
<b>TOTALS**</b>	0	5

\*\*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 2020

<b>Company Name</b>	<b>Month</b>	<b>Y-T-D</b>
Sprint Communications Company Limited Partnership	0	1
<b>TOTALS**</b>	<b>0</b>	<b>1</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.

# Pay Telephone Complaints

## Complaint Activity - November 2020

<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 - November 2020

Company Name	Service*	Billing*	Total	Y-T-D
Aquarina Utilities, Inc.	0	1	1	1
Central Sumter Utility Company, LLC	0	0	0	1
Charlie Creek Utilities, LLC	0	0	0	2
CHC VII, Ltd.	0	0	0	1
Coral Cay Water & Sewer Company	0	0	0	1
Crestridge Utilities, LLC	0	0	0	1
Crooked Lake Park Sewerage Company	0	0	0	1
Fairmount Utilities, the 2nd, Inc.	0	0	0	1
Gator Waterworks, Inc.	0	0	0	3
Grenelefe Resort Utility, Inc.	1	0	1	1
Grove Land Utilities, LLC	0	0	0	1
Hash Utilities, LLC	0	0	0	1
HC Waterworks, Inc.	0	0	0	4
Heather Hills Utilities, LLC	0	0	0	2
Holiday Gardens Utilities, LLC	2	0	2	3
Hometown Canada Utility, Inc.	0	0	0	1
Joyland Water System	0	0	0	1
K W Resort Utilities Corp.	0	0	0	2
Lake Talquin Water Company, Inc.	0	0	0	1
Lakeside Waterworks. Inc.	0	0	0	1
Lighthouse Utilities Company, Inc.	0	0	0	4
Little Gasparilla Water Utility, Inc.	0	0	0	1
LP Waterworks, Inc.	0	0	0	7
Marion Utilities, Inc.	0	0	0	1
Ni Florida, LLC	1	0	1	3
Orange Land Utilities, LLC	0	0	0	1
Park Water Company	0	0	0	6
Peoples Water Service Company of Florida, Inc.	0	1	1	4
Pluris Wedgefield, LLC	0	0	0	3
Royal Utility Company	0	0	0	2

\*\*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 2020

Company Name	Service*	Billing*	Total	Y-T-D
Seminole Waterworks, Inc.	0	0	0	1
Southlake Utilities, Inc.	0	0	0	2
Southwest Ocala Utility, Inc.	0	1	1	2
Sunny Hills Utility Company	0	1	1	1
Sunny Shores Utilities, LLC	0	0	0	1
Sunrise Water, LLC	0	0	0	1
The Woods Utility Company	0	0	0	2
Utilities, Inc. of Florida	5	0	5	29
<b>TOTALS**</b>	<b>9</b>	<b>4</b>	<b>13</b>	<b>101</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.