



FLORIDA
PUBLIC
SERVICE
COMMISSION

CONSUMER ACTIVITY REPORT

November 2021

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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 2021

Complaints Received & Entered into CATS		536
Electric		31
Gas		2
LifeLine		0
Relay		0
Pay Telephone		0
Water/Wastewater		5
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		410
Electric	381	
Gas	29	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		34
Electric	34	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		54
Electric	54	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		1045
Total New Cases Received & Entered into CATS		1581

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	431	910	1341
Mail	1	8	9
Internet	104	127	231
Fax	0	0	0
Total	536	1045	1581

Cases by Industry

November 2021

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	31	6%	180	17%
Natural Gas	2	0%	25	2%
Telecommunications	0	0%	228	22%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	5	1%	32	3%
Non-certificated Company Cases logged**	0	0%	580	56%
Telephone Transfer-Connects (Calls Transferred to Utilities)	410	76%		
E-Transfers	34	6%		
Cases Received & Closed by 3 Day Rule	54	10%		
Total	536	100%	1045	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 2021

County	Cases	County	Cases	County	Cases
N/A	23	Escambia	37	Lafayette	0
Alachua	0	Flagler	10	Lake	4
Baker	0	Franklin	0	Lee	12
Bay	11	Gadsden	0	Leon	1
Bradford	0	Gilchrist	0	Levy	0
Brevard	32	Glades	0	Liberty	1
Broward	55	Gulf	1	Madison	0
Calhoun	0	Hamilton	0	Manatee	8
Charlotte	10	Hardee	0	Marion	1
Citrus	6	Hendry	0	Martin	6
Clay	1	Hernando	1	Monroe	0
Collier	7	Highlands	3	Nassau	2
Columbia	0	Hillsborough	14	Okaloosa	13
Dade	0	Holmes	1	Okeechobee	0
DeSoto	3	Indian River	3	Orange	6
Dixie	0	Jackson	1	Osceola	4
Duval	0	Jefferson	0	Palm Beach	40

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 2021

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	18	5	23	223
Florida Power & Light Company	2	2	4	95
Florida Public Utilities Company	0	1	1	27
Gulf Power Company	0	0	0	104
Tampa Electric Company	2	1	3	57
TOTALS**	22	9	31	506

*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 2021

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	1	0	1	11
Florida Division of Chesapeake Utilities Corporation	0	0	0	3
Florida Public Utilities Company	0	1	1	7
Peoples Gas System	0	0	0	18
TOTALS**	1	1	2	39

*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 2021

Company Name	Month	Y-T-D
CenturyLink	0	1
Phone Club Corporation	0	1
TOTALS**	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.

Relay Service Complaints

Complaint Activity - November 2021

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 2021

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 2021

Company Name	Service*	Billing*	Total	Y-T-D
Aquarina Utilities, Inc.	0	0	0	2
Beaches Sewer System	0	0	0	1
Cedar Acres Inc	0	1	1	1
Citra Highlands Water System LLC	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
East Marion Utilities, LLC	0	0	0	1
FIMC Hideaway, Inc.	0	0	0	1
Gator Waterworks, Inc.	0	0	0	2
Grenelefe Resort Utility, Inc.	2	0	2	2
HC Waterworks, Inc.	0	0	0	1
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
K W Resort Utilities Corp.	0	0	0	2
Little Gasparilla Water Utility, Inc.	0	0	0	1
McLeod Gardens Utilities, LLC	0	0	0	7
Ni Florida, LLC	0	0	0	2
North Beach Utilities, Inc.	1	0	1	1
Okaloosa Waterworks, Inc.	0	0	0	1
Orchid Springs Development Corporation	0	0	0	1
Palm Valley Utilities	0	0	0	1
Parkland Utilities, Inc.	0	0	0	1
Peoples Water Service Company of Florida, Inc.	0	0	0	6
Placid Lakes Utilities, Inc.	0	0	0	2
Pluris Wedgefield, LLC	0	0	0	20
Southwest Ocala Utility, Inc.	0	0	0	1
Sunny Shores Utilities, LLC	0	0	0	3
Sunrise Water, LLC	0	0	0	2
Sunshine Utilities of Central Florida, Inc.	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 2021

Company Name	Service*	Billing*	Total	Y-T-D
The Woods Utility Company	0	0	0	1
Utilities, Inc. of Florida	0	1	1	28
TOTALS**	3	2	5	99

**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.