



CONSUMER ACTIVITY REPORT

November 2025

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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 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
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview

November 2025

Complaints Received & Entered into CATS		752
Electric		56
Gas		15
LifeLine		0
Relay		0
Pay Telephone		0
Water/Wastewater		25
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		430
Electric	413	
Gas	17	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		90
Electric	84	
Gas	6	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		136
Electric	131	
Gas	5	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		602
Total New Cases Received & Entered into CATS		1354

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	453	276	729
Mail	1	3	4
Internet	298	323	621
Fax	0	0	0
Total	752	602	1354

Cases by Industry

November 2025

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	56	7%	327	54%
Natural Gas	15	2%	11	2%
Telecommunications	0	0%	97	16%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	25	3%	50	8%
Non-certificated Company Cases logged**	0	0%	117	19%
Telephone Transfer-Connects (Calls Transferred to Utilities)	430	57%		
E-Transfers	90	12%		
Cases Received & Closed by 3 Day Rule	136	18%		
Total	752	100%	602	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 2025

County	Cases	County	Cases	County	Cases	County	Cases
N/A	176	Escambia	11	Lafayette	0	Pasco	6
Alachua	2	Flagler	4	Lake	11	Pinellas	30
Baker	1	Franklin	0	Lee	9	Polk	21
Bay	10	Gadsden	0	Leon	0	Putnam	1
Bradford	0	Gilchrist	1	Levy	1	Saint Johns	4
Brevard	25	Glades	0	Liberty	0	Saint Lucie	14
Broward	63	Gulf	0	Madison	0	Santa Rosa	3
Calhoun	3	Hamilton	0	Manatee	5	Sarasota	17
Charlotte	4	Hardee	0	Marion	15	Seminole	25
Citrus	5	Hendry	0	Martin	5	Sumter	1
Clay	0	Hernando	0	Monroe	1	Suwannee	1
Collier	3	Highlands	2	Nassau	11	Taylor	3
Columbia	2	Hillsborough	20	Okaloosa	5	Union	0
DeSoto	2	Holmes	0	Okeechobee	2	Volusia	59
Dixie	0	Indian River	2	Orange	25	Wakulla	0
Duval	0	Jackson	19	Osceola	3	Walton	0
Miami-Dade	71	Jefferson	1	Palm Beach	45	Washington	2

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 2025

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	2	10	12	268
Florida Power & Light Company	4	6	10	167
Florida Public Utilities Company	6	16	22	91
Tampa Electric Company	5	7	12	219
TOTALS**	17	39	56	745

*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 2025

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	1	4	5	13
Florida Division of Chesapeake Utilities Corporation	0	0	0	5
Florida Public Utilities Company	2	8	10	133
Florida Public Utilities Company - Indiantown Division	0	0	0	1
Peoples Gas System, Inc.	0	0	0	14
St. Joe Natural Gas Company, Inc.	0	0	0	3
TOTALS**	3	12	15	169

*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 2025

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 - November 2025

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 2025

Company Name	Service*	Billing*	Total	Y-T-D
TOTALS**	0	0	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>				

Water & Wastewater Companies

Complaint Activity - November 2025

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	0	0	3
Cedar Acres Inc	0	1	1	1
Cobblestone II RVG LLC d/b/a River Grove Utility	0	0	0	1
Consolidated Water Works, Inc.	0	0	0	1
Coral Cay Water & Sewer Company	0	0	0	1
CPI Citrus Park Utility TRS, L.L.C.	0	0	0	1
Crestridge Utilities, LLC	0	0	0	2
CSWR-Florida Utility Operating Company, LLC	9	1	10	62
East Marion Utilities, LLC	0	0	0	1
FIMC Hideaway, Inc.	0	0	0	1
Gold Coast Utility Corp.	0	0	0	1
Grenelefe Resort Utility, Inc.	1	0	1	4
Hash Utilities, LLC	0	0	0	1
HC Waterworks, Inc.	0	1	1	3
Heather Hills Utilities, LLC	1	0	1	2
Holiday Gardens Utilities, LLC	0	0	0	2
K W Resort Utilities Corp.	0	1	1	2
Leighton Estates Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	0	0	1
Marion Utilities, Inc.	0	0	0	1
Mobile Manor Water Company, Inc.	0	0	0	1
NC Real Estate Projects, LLC d/b/a Grenelefe Utility	0	0	0	3
Ni Florida, Inc.	0	0	0	9
North Florida Community Water Systems, Inc.	0	1	1	5
Orange Land Utilities, LLC	0	0	0	6
Orchid Springs Development Corporation	0	0	0	3
Palm Valley Utilities	0	0	0	1
Parkland Utilities, Inc.	1	0	1	61
Peoples Water Service Company of Florida, Inc.	0	0	0	9
Pluris Wedgefield, LLC	0	0	0	4

**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 2025

Company Name	Service*	Billing*	Total	Y-T-D
S. V. Utilities, Ltd.	0	0	0	2
Southwest Ocala Utility, Inc.	0	0	0	4
Sunrise Water, LLC	0	1	1	2
Sunshine Water Services	4	3	7	67
Suwannee Valley Utilities, LLC	0	0	0	1
TOTALS**	16	9	25	270

**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.