



# **CONSUMER ACTIVITY REPORT**

**October 2023**

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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](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

October 2023

<b>Complaints Received &amp; Entered into CATS</b>	<b>1061</b>
Electric	90
Gas	8
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	6
<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>655</b>
Electric	643
Gas	12
Telecommunications	0
Water/Wastewater	0
<b>E-Transfers (E-mails sent to Utilities from the PSC Web site)</b>	<b>135</b>
Electric	135
Gas	0
Telecommunications	0
Water/Wastewater	0
<b>Cases Received / Closed Under 3 Day Rule</b>	<b>167</b>
Electric	166
Gas	1
Telecommunications	0
Water/Wastewater	0
<b>Consumer Contacts Received &amp; Entered into CATS.</b>	<b>987</b>
<b>Total New Cases Received &amp; Entered into CATS</b>	<b>2048</b>

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	732	679	1411
Mail	2	13	15
Internet	327	294	621
Fax	0	1	1
<b>Total</b>	<b>1061</b>	<b>987</b>	<b>2048</b>

## Cases by Industry

**October 2023**

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	90	8%	377	38%
Natural Gas	8	1%	12	1%
Telecommunications	0	0%	108	11%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	6	1%	59	6%
Non-certificated Company Cases logged**	0	0%	431	44%
Telephone Transfer-Connects (Calls Transferred to Utilities)	655	62%		
E-Transfers	135	13%		
Cases Received & Closed by 3 Day Rule	167	16%		
<b>Total</b>	<b>1061</b>	<b>100%</b>	<b>987</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

**October 2023**

<b>County</b>	<b>Cases</b>	<b>County</b>	<b>Cases</b>	<b>County</b>	<b>Cases</b>	<b>County</b>	<b>Cases</b>
N/A	191	Escambia	37	Lafayette	1	Pasco	6
Alachua	1	Flagler	12	Lake	8	Pinellas	51
Baker	0	Franklin	1	Lee	52	Polk	20
Bay	12	Gadsden	0	Leon	1	Putnam	0
Bradford	0	Gilchrist	0	Levy	0	Saint Johns	9
Brevard	48	Glades	0	Liberty	0	Saint Lucie	16
Broward	128	Gulf	0	Madison	0	Santa Rosa	7
Calhoun	1	Hamilton	0	Manatee	16	Sarasota	21
Charlotte	9	Hardee	0	Marion	8	Seminole	24
Citrus	4	Hendry	1	Martin	13	Sumter	2
Clay	0	Hernando	3	Monroe	0	Suwannee	1
Collier	18	Highlands	4	Nassau	2	Taylor	2
Columbia	2	Hillsborough	24	Okaloosa	10	Union	0
Dade	0	Holmes	0	Okeechobee	2	Volusia	38
DeSoto	3	Indian River	19	Orange	24	Wakulla	0
Dixie	0	Jackson	0	Osceola	6	Walton	3
Duval	0	Jefferson	1	Palm Beach	65	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 - October 2023

<b>Company Name</b>	<b>Service*</b>	<b>Billing*</b>	<b>Total</b>	<b>Y-T-D</b>
Duke Energy	18	40	58	489
Florida Power & Light Company	7	12	19	144
Florida Public Utilities Company	0	2	2	28
Tampa Electric Company	2	9	11	132
<b>TOTALS**</b>	<b>27</b>	<b>63</b>	<b>90</b>	<b>793</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 - October 2023

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	0	0	2
Florida Division of Chesapeake Utilities Corporation	0	0	0	1
Florida Public Utilities Company	2	1	3	37
Florida Public Utilities Company - Indiantown Division	0	0	0	1
Peoples Gas System	0	0	0	1
Peoples Gas System, Inc.	4	1	5	18
St. Joe Natural Gas Company, Inc.	0	0	0	2
<b>TOTALS**</b>	<b>6</b>	<b>2</b>	<b>8</b>	<b>62</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 - October 2023

<b>Company Name</b>	<b>Month</b>	<b>Y-T-D</b>
CenturyLink of Florida, Inc.	0	1
<b>TOTALS**</b>	0	1

\*\*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 - October 2023

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 - October 2023**

<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 - October 2023

Company Name	Service*	Billing*	Total	Y-T-D
Cedar Acres Inc	0	0	0	1
Charlie Creek Utilities, LLC	0	0	0	2
Cobblestone II RVG LLC d/b/a River Grove Utility	0	0	0	2
Crestridge Utilities, LLC	0	2	2	4
CSWR-Florida Utility Operating Company, LLC	1	1	2	13
East Marion Utilities, LLC	0	0	0	2
Florida Community Water Systems, Inc.	0	0	0	3
Grenelefe Resort Utility, Inc.	0	0	0	2
Grenelefe Utility	0	0	0	1
Hash Utilities, LLC	0	0	0	1
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
Lake Yale Utilities, LLC	0	0	0	1
Leighton Estates Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	0	0	2
McLeod Gardens Utilities, LLC	0	0	0	6
Mobile Manor Water Company, Inc.	0	0	0	1
Ni Florida, Inc.	0	0	0	1
North Florida Community Water Systems, Inc.	0	0	0	5
Ocala Palms Utilities, LLC	0	0	0	1
Orange Land Utilities, LLC	1	0	1	1
Orchid Springs Development Corporation	0	0	0	1
Palm Valley Utilities	0	0	0	3
Peoples Water Service Company of Florida, Inc.	0	0	0	2
Placid Lakes Utilities, Inc.	0	0	0	8
Pluris Wedgefield, LLC	0	0	0	13
RSPI MHC, LLC	0	0	0	1
S. V. Utilities, Ltd.	0	0	0	1
Sunlake Estates Utilities, L.L.C.	0	0	0	1
Sunny Shores Utilities, LLC	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 - October 2023

Company Name	Service*	Billing*	Total	Y-T-D
Sunrise Water, LLC	0	0	0	2
Sunshine Water Services	0	0	0	28
Tymber Creek Utilities, Incorporated	0	0	0	1
Water Management Services, Inc.	0	0	0	1
Water Oak Utility	0	1	1	1
<b>TOTALS**</b>	<b>2</b>	<b>4</b>	<b>6</b>	<b>117</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.