



# **CONSUMER ACTIVITY REPORT**

**October 2024**

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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 2024

<b>Complaints Received &amp; Entered into CATS</b>	<b>1085</b>
Electric	37
Gas	6
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	15
<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>727</b>
Electric	714
Gas	13
Telecommunications	0
Water/Wastewater	0
<b>E-Transfers (E-mails sent to Utilities from the PSC Web site)</b>	<b>167</b>
Electric	165
Gas	2
Telecommunications	0
Water/Wastewater	0
<b>Cases Received / Closed Under 3 Day Rule</b>	<b>133</b>
Electric	133
Gas	0
Telecommunications	0
Water/Wastewater	0
<b>Consumer Contacts Received &amp; Entered into CATS.</b>	<b>1382</b>
<b>Total New Cases Received &amp; Entered into CATS</b>	<b>2467</b>

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	758	820	1578
Mail	2	9	11
Internet	325	550	875
Fax	0	3	3
<b>Total</b>	<b>1085</b>	<b>1382</b>	<b>2467</b>

## Cases by Industry

**October 2024**

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	37	3%	639	46%
Natural Gas	6	1%	13	1%
Telecommunications	0	0%	156	11%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	15	1%	84	6%
Non-certificated Company Cases logged**	0	0%	490	35%
Telephone Transfer-Connects (Calls Transferred to Utilities)	727	67%		
E-Transfers	167	15%		
Cases Received & Closed by 3 Day Rule	133	12%		
<b>Total</b>	<b>1085</b>	<b>100%</b>	<b>1382</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 2024**

<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	304	Escambia	27	Lafayette	0	Pasco	10
Alachua	3	Flagler	11	Lake	13	Pinellas	43
Baker	1	Franklin	1	Lee	26	Polk	12
Bay	12	Gadsden	0	Leon	1	Putnam	2
Bradford	0	Gilchrist	0	Levy	0	Saint Johns	5
Brevard	57	Glades	0	Liberty	0	Saint Lucie	11
Broward	96	Gulf	1	Madison	0	Santa Rosa	10
Calhoun	0	Hamilton	0	Manatee	11	Sarasota	28
Charlotte	18	Hardee	0	Marion	10	Seminole	21
Citrus	2	Hendry	0	Martin	5	Sumter	0
Clay	0	Hernando	1	Monroe	0	Suwannee	0
Collier	33	Highlands	3	Nassau	0	Taylor	0
Columbia	10	Hillsborough	47	Okaloosa	7	Union	0
DeSoto	6	Holmes	1	Okeechobee	1	Volusia	44
Dixie	0	Indian River	7	Orange	27	Wakulla	2
Duval	1	Jackson	5	Osceola	0	Walton	0
Miami-Dade	97	Jefferson	0	Palm Beach	49	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 2024

<b>Company Name</b>	<b>Service*</b>	<b>Billing*</b>	<b>Total</b>	<b>Y-T-D</b>
Duke Energy	5	7	12	273
Florida Power & Light Company	0	4	4	148
Florida Public Utilities Company	0	3	3	30
Tampa Electric Company	10	8	18	74
<b>TOTALS**</b>	<b>15</b>	<b>22</b>	<b>37</b>	<b>525</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 2024

Company Name	Service*	Billing*	Total	Y-T-D
Florida Public Utilities Company	1	2	3	33
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Peoples Gas System, Inc.	3	0	3	20
Sebring Gas System, Inc.	0	0	0	1
St. Joe Natural Gas Company, Inc.	0	0	0	2
<b>TOTALS**</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>57</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 2024

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 - October 2024

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 2024**

<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 2024

Company Name	Service*	Billing*	Total	Y-T-D
A Utility Inc.	0	0	0	1
CAP Utilities, LLC	0	1	1	3
Cedar Acres Inc	0	0	0	1
CHC VII, Ltd.	0	0	0	2
Consolidated Water Works	0	1	1	2
Crestridge Utilities, LLC	0	1	1	2
CSWR-Florida Utility Operating Company, LLC	1	2	3	50
FIMC Hideaway, Inc.	0	0	0	1
Florida Community Water Systems, Inc.	0	1	1	19
Gold Coast Utility Corp.	0	0	0	5
Grenelefe Resort Utility, Inc.	0	0	0	4
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
McLeod Gardens Utilities, LLC	0	0	0	1
MFL Utility Systems, L.L.C.	0	0	0	1
North Florida Community Water Systems, Inc.	0	0	0	4
Orange Land Utilities, LLC	0	0	0	1
Peoples Water Service Company of Florida, Inc.	1	0	1	7
Pinecrest Utilities, LLC	0	0	0	1
Pluris Wedgefield, LLC	0	0	0	2
Royal Waterworks, Inc.	0	0	0	2
Southwest Ocala Utility, Inc.	0	0	0	1
St. Johns River Estates Utilities, LLC	0	0	0	1
Sunny Shores Utilities, LLC	0	0	0	1
Sunrise Water, LLC	0	0	0	2
Sunshine Water Services	0	1	1	17
Suwannee Valley Utilities, LLC	4	1	5	12
Useppa Island Utility, Inc.	0	0	0	2
Water Management Services, Inc.	0	1	1	1
Wildwood Water 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 - October 2024

Company Name	Service*	Billing*	Total	Y-T-D
TOTALS**	6	9	15	150

\*\*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.