

CONSUMER ACTIVITY REPORT

October 2026

Data Compiled on: 11/9/2026

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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

October 2026

Complaints Received & Entered into CATS			**1348**
Electric		121	
Gas		41	
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)		688	
Electric	622		
Gas	66		
Telecommunications	0		
Water/Wastewater	0		
E-Transfers (E-mails sent to Utilities from the PSC Web site)		209	
Electric	202		
Gas	7		
Telecommunications	0		
Water/Wastewater	0		
Cases Received / Closed Under 3 Day Rule		264	
Electric	259		
Gas	5		
Telecommunications	0		
Water/Wastewater	0		
Consumer Contacts Received & Entered into CATS.			**1820**
Total New Cases Received & Entered into CATS			**3168**

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	763	445	1208
Mail	5	3	8
Internet	580	1372	1952
Fax	0	0	0
Total	**1348**	**1820**	**3168**

Cases by Industry

October 2026

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	119	9%	1369	75%
Natural Gas	40	3%	22	1%
Telecommunications	0	0%	136	7%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	25	2%	65	4%
Non-certificated Company Cases logged**	0	0%	228	13%
Telephone Transfer-Connects (Calls Transferred to Utilities)	688	51%		
E-Transfers	209	16%		
Cases Received & Closed by 3 Day Rule	264	20%		
Total	1348	100%	1820	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

October 2026

County	Cases	County	Cases	County	Cases	County	Cases
N/A	162	Escambia	58	Lafayette	0	Pasco	19
Alachua	0	Flagler	13	Lake	18	Pinellas	56
Baker	2	Franklin	1	Lee	19	Polk	41
Bay	17	Gadsden	0	Leon	0	Putnam	7
Bradford	0	Gilchrist	2	Levy	6	Saint Johns	10
Brevard	63	Glades	0	Liberty	0	Saint Lucie	23
Broward	128	Gulf	0	Madison	0	Santa Rosa	21
Calhoun	1	Hamilton	0	Manatee	25	Sarasota	30
Charlotte	12	Hardee	0	Marion	16	Seminole	39
Citrus	6	Hendry	2	Martin	5	Sumter	1
Clay	0	Hernando	1	Monroe	0	Suwannee	0
Collier	40	Highlands	6	Nassau	9	Taylor	3
Columbia	4	Hillsborough	64	Okaloosa	8	Union	0
DeSoto	2	Holmes	0	Okeechobee	1	Volusia	48
Dixie	0	Indian River	10	Orange	36	Wakulla	3
Duval	5	Jackson	22	Osceola	7	Walton	0
Miami-Dade	158	Jefferson	3	Palm Beach	110	Washington	4

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 addresess, etc.

Electric Companies

Complaint Activity - October 2026

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	16	17	33	295
Florida Power & Light Company	23	34	57	313
Florida Public Utilities Company	0	5	5	101
Tampa Electric Company	17	7	24	198
TOTALS**	56	63	119	907

*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 2026

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	7	5	12	80
Florida Public Utilities Company	3	22	25	206
Peoples Gas System, Inc.	2	1	3	33
St. Joe Natural Gas Company, Inc.	0	0	0	3
TOTALS**	12	28	40	322

*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 2026

Company Name	Month	Y-T-D
TOTALS**	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.

Relay Service Complaints

Complaint Activity - October 2026

Company Name	Month	Y-T-D
TOTALS**	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.

Pay Telephone Complaints

Complaint Activity - October 2026

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 - October 2026

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	0	0	3
Cedar Acres Inc	0	0	0	1
Cobblestone II RVG LLC d/b/a River Grove Utility	0	0	0	1
Consolidated Water Works, Inc.	0	0	0	1
Crestridge Utilities, LLC	0	0	0	1
CSWR-Florida Utility Operating Company, LLC	3	3	6	64
East Marion Utilities, LLC	0	1	1	3
Environmental Protection Systems of Pine Island, Inc.	0	0	0	1
Florida Community Water Systems, Inc.	0	1	1	7
Gold Coast Utility Corp.	0	0	0	2
Grenelefe Resort Utility, Inc.	0	0	0	6
HC Waterworks, Inc.	0	0	0	4
Heather Hills Utilities, LLC	0	0	0	1
Hometown Canada Utility, Inc.	0	0	0	1
Indian Springs Utilities, Inc.	0	0	0	1
K W Resort Utilities Corp.	0	0	0	3
Leighton Estates Utilities, LLC	0	0	0	15
Little Gasparilla Water Utility, Inc.	0	0	0	1
McLeod Gardens Utilities, LLC	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	9
Ni Florida, Inc.	0	0	0	5
North Florida Community Water Systems, Inc.	3	0	3	47
Ocala Palms Utilities, LLC	1	0	1	2
Orange Land Utilities, LLC	0	0	0	1
Orchid Springs Development Corporation	0	0	0	1
Palm Valley Utilities	0	0	0	6
Parkland Utilities, Inc.	0	0	0	2
Peoples Water Service Company of Florida, Inc.	0	0	0	8
Pinecrest 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 2026

Company Name	Service*	Billing*	Total	Y-T-D
Pluris Wedgefield, LLC	0	0	0	6
Royal Waterworks, Inc.	0	0	0	1
S & L Utilities, Inc.	0	0	0	1
S. V. Utilities, Ltd.	0	0	0	1
Southwest Ocala Utility, Inc.	2	0	2	3
Sunlake Estates Utilities, L.L.C.	1	2	3	8
Sunshine Water Services	0	8	8	57
Suwannee Valley Utilities, LLC	0	0	0	2
Vantage Oaks Utility, LLC	0	0	0	1
TOTALS**	10	15	25	281

**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.