



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT September 2014

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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 September 2014

Complaints Received & Entered into CATS		1,153
Electric		121
Gas		5
LifeLine		24
Relay		0
Pay Telephone		0
Water & Wastewater		13
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		817
Electric	803	
Gas	14	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		25
Electric	25	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		148
Electric	148	
Gas	0	
Telecommunications	0	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		2,291
Total New Cases Received & Entered into CATS		3,444

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,004	1,917	2,921
Mail	14	26	40
Internet	135	339	474
Fax	0	9	9
Totals	1,153	2,291	3,444

Cases by Industry
September 2014

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	121	10 %	535	23 %
Natural Gas	5	0 %	15	1 %
Telecommunications	24	2 %	1141	50 %
Lifeline	24	2 %		
Relay	0	0 %		
Pay Telephone	0	0 %		
Water & Wastewater	13	1 %	68	3 %
Non-certificated Company Cases logged**	0	0 %	532	23 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	817	71 %		
E-Transfers	25	2 %		
Cases Received & Closed by 3 Day Rule	148	13 %		
Total	1,153	100 %	2,291	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 the PSC.

Complaints Received by County

September 2014



Note: County name not available for 45 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida address, etc.

Electric Companies

Complaint Activity - September 2014

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
DUKE ENERGY, INC.	27	64	91	324
FLORIDA POWER & LIGHT COMPANY	4	12	16	112
FLORIDA PUBLIC UTILITIES COMPANY	1	1	2	9
GULF POWER COMPANY	2	0	2	7
TAMPA ELECTRIC COMPANY	4	6	10	84
TOTALS**	38	83	121	536

**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 - September 2014

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	0	1	1	13
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	0	0	1
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	13
PEOPLES GAS SYSTEM	1	2	3	18
TOTALS**	1	4	5	45

**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 - September 2014

	Month	Year-To-Date
AT&T FLORIDA	19	63
CENTURYLINK	1	6
COX FLORIDA TELCOM, L.P.	1	1
VERIZON FLORIDA LLC	3	11
WOW! INTERNET, CABLE AND PHONE	0	1
TOTALS*	24	82

**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 - September 2014

	Month	Year-To-Date
	0	0
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 Companies

Complaint Activity - September 2014

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC.	0	0	0	1
FLORIDA PUBLIC TELEPHONE COMPANY	0	0	0	2
TRI-COUNTY TELEPHONE INC.	0	0	0	1
TOTALS**	0	0	0	4

**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.*

Water & Wastewater Companies

Complaint Activity - September 2014

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
BLACK BEAR RESERVE WATER CORPORATION	0	0	0	1
CORAL CAY WATER & SEWER COMPANY	0	0	0	1
COUNTRY CLUB UTILITIES, INC.	0	1	1	2
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	25
FAIRMOUNT UTILITIES, THE 2ND, INC.	0	0	0	1
FIMC HIDEAWAY, INC.	0	0	0	1
FOUR POINTS UTILITY CORPORATION	0	3	3	8
GRENELEFE RESORT UTILITY, INC.	0	0	0	2
HOLIDAY GARDENS UTILITIES, INC.	0	0	0	1
KINCAID HILLS WATER COMPANY	0	0	0	1
LAKE OSBORNE WATERWORKS, INC.	1	1	2	3
LP WATERWORKS, INC.	0	0	0	1
NI FLORIDA, LLC	0	1	1	4
PARK WATER COMPANY	0	0	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	1
PLACID LAKES UTILITIES, INC.	0	0	0	1
PLANTATION BAY UTILITY CO.	0	0	0	1
PLURIS WEDGEFIELD, INC.	0	2	2	4
ROYAL UTILITY COMPANY	0	0	0	7
SANLANDO UTILITIES CORPORATION	0	1	1	1
SUNNY HILLS UTILITY COMPANY	0	0	0	1
SUNNY SHORES WATER CO., INC.	0	0	0	2
SUNRISE UTILITIES, LLC	0	1	1	3
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	3
THE WOODS UTILITY COMPANY	0	0	0	1
TLP WATER, INC.	0	0	0	1
TYMBER CREEK UTILITIES, INCORPORATED	0	0	0	6
UTILITIES, INC. OF FLORIDA	1	0	1	1
UTILITIES, INC. OF FLORIDA	0	0	0	2
UTILITIES, INC. OF FLORIDA	0	0	0	3
UTILITIES, INC. OF PENNBROOKE	0	1	1	1
WATER MANAGEMENT SERVICES, INC.	0	0	0	2
WEST LAKELAND WASTEWATER, INC.	0	0	0	6
WINDSTREAM UTILITIES COMPANY	0	0	0	2
TOTALS**	2	11	13	101

*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.

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 an information request.

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 information requests 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 an information request 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.

Information Request - 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.