



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT September 2019

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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 2019

Complaints Received & Entered into CATS		792
Electric	61	
Gas	5	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water & Wastewater	14	
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)		597
Electric	587	
Gas	10	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		50
Electric	50	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		65
Electric	65	
Gas	0	
Telecommunications	0	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		1,379
Total New Cases Received & Entered into CATS		2,171

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	660	1,231	1,891
Mail	7	9	16
Internet	124	134	258
Fax	1	5	6
Totals	792	1,379	2,171

Cases by Industry
September 2019

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	61	8 %	305	22 %
Natural Gas	5	1 %	15	1 %
Telecommunications	0	0 %	648	47 %
Lifeline	0	0 %		
Relay	0	0 %		
Pay Telephone	0	0 %		
Water & Wastewater	14	2 %	67	5 %
Non-certificated Company Cases logged**	0	0 %	344	25 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	597	75 %		
E-Transfers	50	6 %		
Cases Received & Closed by 3 Day Rule	65	8 %		
Total	792	100 %	1,379	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 2019



Note: County name not available for 36 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - September 2019

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
DUKE ENERGY	11	32	43	279
FLORIDA POWER & LIGHT COMPANY	2	5	7	80
FLORIDA PUBLIC UTILITIES COMPANY	0	2	2	23
GULF POWER COMPANY	1	3	4	11
TAMPA ELECTRIC COMPANY	4	1	5	88
TOTALS**	18	43	61	481

**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 2019

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	2	0	2	12
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	0	0	2
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	10
FLORIDA PUBLIC UTILITIES COMPANY - FORT MEADE DIVISION	0	0	0	1
PEOPLES GAS SYSTEM	2	1	3	12
PEOPLES GAS SYSTEM	0	0	0	1
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	2
TOTALS**	4	1	5	40

**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 2019

	Month	Year-To-Date
	0	0
CENTURYLINK	0	3
FRONTIER COMMUNICATIONS OF THE SOUTH, LLC	0	4
FRONTIER FLORIDA LLC	0	4
TOTALS*	0	11

**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 2019

	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 2019

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
	0	0	0	0
TOTALS**	0	0	0	0

**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 2019

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUARINA UTILITIES, INC.	0	0	0	1
BEACHES SEWER SYSTEM	0	0	0	1
CAP UTILITIES, LLC	0	0	0	1
CHARLIE CREEK UTILITIES, LLC	0	0	0	1
CHC VII, LTD.	0	0	0	2
CRESTRIDGE UTILITIES, LLC	0	0	0	7
CROOKED LAKE PARK SEWERAGE COMPANY	0	0	0	3
EAST MARION UTILITIES, LLC	1	0	1	1
FAIRMOUNT UTILITIES, THE 2ND, INC.	0	0	0	1
FIMC HIDEAWAY, INC.	0	1	1	3
HC WATERWORKS, INC.	0	0	0	5
HEATHER HILLS UTILITIES, LLC	0	1	1	1
K W RESORT UTILITIES CORP.	0	0	0	1
LAKE YALE UTILITIES, LLC	0	0	0	1
LAKESIDE WATERWORKS. INC.	0	1	1	1
LIGHTHOUSE UTILITIES COMPANY, INC.	0	0	0	2
LITTLE GASPARILLA WATER UTILITY, INC.	0	0	0	1
MCLEOD GARDENS UTILITIES, LLC	0	1	1	1
MFL UTILITY SYSTEMS, L.L.C.	0	0	0	1
MOBILE MANOR WATER COMPANY, INC.	0	0	0	1
NEIGHBORHOOD UTILITIES, INC.	0	0	0	1
NI FLORIDA, LLC	0	0	0	1
NI FLORIDA, LLC	0	0	0	1
NORTH PENINSULA UTILITIES CORPORATION	0	0	0	1
PARK WATER COMPANY	0	0	0	2
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	4
PLACID LAKES UTILITIES, INC.	0	0	0	1
PLURIS WEDGEFIELD, INC.	0	0	0	22
RAINTREE WATERWORKS, INC.	0	0	0	3
ROYAL UTILITY COMPANY	0	0	0	1
RSPI MHC, LLC	0	0	0	1
SEMINOLE WATERWORKS, INC.	0	0	0	1
SOUTHLAKE UTILITIES, INC.	0	1	1	2
SUNLAKE ESTATES UTILITIES, L.L.C.	0	0	0	1

Water & Wastewater Companies

Complaint Activity - September 2019

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
SUNNY HILLS UTILITY COMPANY	0	1	1	3
SUNNY SHORES WATER CO.	0	0	0	1
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	2	2	4
THE WOODS UTILITY COMPANY	0	0	0	5
TYMBER CREEK UTILITIES, INCORPORATED	0	0	0	1
USEPPA ISLAND UTILITY, INC.	0	0	0	3
UTILITIES, INC. OF FLORIDA	0	2	2	36
UTILITIES, INC. OF FLORIDA	1	0	1	2
UTILITIES, INC. OF FLORIDA	0	1	1	2
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	1
WATER MANAGEMENT SERVICES, INC.	0	1	1	1
WILDWOOD WATER COMPANY	0	0	0	2
TOTALS**	2	12	14	141

**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.