



FLORIDA
PUBLIC
SERVICE
COMMISSION

CONSUMER ACTIVITY REPORT

September 2022

Table of Contents

Consumer Activity Overview	1
Cases by Industry	2
Complaints by County	3
Electric Companies - Complaint Activity	4
Gas Companies - Complaint Activity	5
Lifeline - Complaint Activity	6
Florida Relay - Complaint Activity	7
Pay Telephone Companies - Complaint Activity	8
Water and Wastewater Companies - Complaint Activity	9
Definitions	11

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 2022

Complaints Received & Entered into CATS		736
Electric	56	
Gas	6	
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	
Telephone Transfer-Connects (Calls Transferred to Utilities)		455
Electric	452	
Gas	3	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		72
Electric	72	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		133
Electric	131	
Gas	2	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		2434
Total New Cases Received & Entered into CATS		3170

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	508	844	1352
Mail	4	7	11
Internet	224	1579	1803
Fax	0	4	4
Total	736	2434	3170

Cases by Industry

September 2022

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	54	7%	1577	65%
Natural Gas	6	1%	112	5%
Telecommunications	0	0%	120	5%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	14	2%	76	3%
Non-certificated Company Cases logged**	0	0%	549	23%
Telephone Transfer-Connects (Calls Transferred to Utilities)	455	62%		
E-Transfers	72	10%		
Cases Received & Closed by 3 Day Rule	133	18%		
Total	736	100%	2434	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

September 2022

County	Cases	County	Cases	County	Cases	County	Cases
N/A	19	Escambia	36	Lafayette	0	Pasco	9
Alachua	1	Flagler	18	Lake	4	Pinellas	33
Baker	1	Franklin	0	Lee	10	Polk	16
Bay	10	Gadsden	0	Leon	0	Putnam	1
Bradford	0	Gilchrist	0	Levy	0	Saint Johns	5
Brevard	34	Glades	0	Liberty	0	Saint Lucie	11
Broward	98	Gulf	2	Madison	0	Santa Rosa	6
Calhoun	1	Hamilton	1	Manatee	19	Sarasota	18
Charlotte	6	Hardee	0	Marion	5	Seminole	13
Citrus	4	Hendry	2	Martin	15	Sumter	1
Clay	0	Hernando	0	Monroe	0	Suwannee	0
Collier	7	Highlands	11	Nassau	2	Taylor	0
Columbia	2	Hillsborough	18	Okaloosa	28	Union	0
Dade	0	Holmes	0	Okeechobee	4	Volusia	48
DeSoto	7	Indian River	10	Orange	23	Wakulla	0
Dixie	0	Jackson	2	Osceola	2	Walton	1
Duval	1	Jefferson	1	Palm Beach	65	Washington	1

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 - September 2022

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	15	17	32	239
Florida Power & Light Company	1	14	15	369
Florida Public Utilities Company	0	1	1	20
Tampa Electric Company	3	3	6	45
TOTALS**	19	35	54	673

*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 2022

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	0	0	11
Florida Division of Chesapeake Utilities Corporation	0	0	0	5
Florida Public Utilities Company	1	5	6	43
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Florida Public Utilities Company - Indiantown Division	0	0	0	2
Peoples Gas System	0	0	0	10
St. Joe Natural Gas Company, Inc.	0	0	0	1
TOTALS**	1	5	6	73

*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 2022

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 - September 2022

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 - September 2022

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 - September 2022

Company Name	Service*	Billing*	Total	Y-T-D
Alturas Water, LLC	0	0	0	6
CAP Utilities, LLC	0	0	0	1
Coral Cay Water & Sewer Company	0	0	0	2
Crestridge Utilities, LLC	0	1	1	3
CSWR-Florida Utility Operating Company, LLC	0	0	0	2
Florida Community Water Systems, Inc.	1	0	1	1
Gator Waterworks, Inc.	0	0	0	2
Grenelefe Resort Utility, Inc.	1	0	1	2
HC Waterworks, Inc.	1	0	1	94
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	0	0	1
Neighborhood Utilities, Inc.	0	0	0	1
OB Utility Systems, L.L.C.	0	0	0	1
Ocala Palms Utilities, LLC	0	0	0	2
Orchid Springs Development Corporation	1	0	1	1
Parkland Utilities, Inc.	0	1	1	1
Peoples Water Service Company of Florida, Inc.	0	1	1	2
Pinecrest Utilities, LLC	1	0	1	1
Placid Lakes Utilities, Inc.	0	0	0	1
River Grove Utilities, Inc.	0	0	0	1
S. V. Utilities, Ltd.	2	0	2	2
Sebring Ridge Utilities, Inc.	0	0	0	1
Seminole Waterworks, Inc.	0	0	0	1
Sunny Hills Utility Company	0	0	0	1
Sunrise Water, LLC	0	0	0	1
Sunshine Utilities of Central Florida, Inc.	1	0	1	1
Sunshine Water Services	2	1	3	12
Tradewinds Utilities, Inc.	0	0	0	1
Water Management Services, Inc.	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 - September 2022

Company Name	Service*	Billing*	Total	Y-T-D
TOTALS**	10	4	14	149

**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.