



CONSUMER ACTIVITY REPORT

September 2023

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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 2023

Complaints Received & Entered into CATS	1138
Electric	173
Gas	4
LifeLine	1
Relay	0
Pay Telephone	0
Water/Wastewater	16
Non-certificated Company Complaints Logged	0
Electric	0
Gas	0
Telecommunications	0
Water/Wastewater	0
Telephone Transfer-Connects (Calls Transferred to Utilities)	626
Electric	614
Gas	12
Telecommunications	0
Water/Wastewater	0
E-Transfers (E-mails sent to Utilities from the PSC Web site)	144
Electric	144
Gas	0
Telecommunications	0
Water/Wastewater	0
Cases Received / Closed Under 3 Day Rule	174
Electric	172
Gas	2
Telecommunications	0
Water/Wastewater	0
Consumer Contacts Received & Entered into CATS.	1287
Total New Cases Received & Entered into CATS	2425

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	695	725	1420
Mail	2	11	13
Internet	441	551	992
Fax	0	0	0
Total	1138	1287	2425

Cases by Industry

September 2023

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	173	15%	695	54%
Natural Gas	4	0%	12	1%
Telecommunications	1	0%	92	7%
Lifeline	1	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	16	1%	80	6%
Non-certificated Company Cases logged**	0	0%	408	32%
Telephone Transfer-Connects (Calls Transferred to Utilities)	626	55%		
E-Transfers	144	13%		
Cases Received & Closed by 3 Day Rule	174	15%		
Total	1138	100%	1287	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 2023

County	Cases	County	Cases	County	Cases	County	Cases
N/A	225	Escambia	44	Lafayette	0	Pasco	20
Alachua	0	Flagler	6	Lake	11	Pinellas	47
Baker	0	Franklin	0	Lee	33	Polk	46
Bay	9	Gadsden	0	Leon	0	Putnam	4
Bradford	1	Gilchrist	0	Levy	0	Saint Johns	9
Brevard	35	Glades	0	Liberty	0	Saint Lucie	20
Broward	102	Gulf	0	Madison	0	Santa Rosa	7
Calhoun	0	Hamilton	1	Manatee	16	Sarasota	29
Charlotte	11	Hardee	0	Marion	13	Seminole	25
Citrus	1	Hendry	3	Martin	3	Sumter	1
Clay	0	Hernando	3	Monroe	0	Suwannee	2
Collier	9	Highlands	6	Nassau	3	Taylor	0
Columbia	0	Hillsborough	28	Okaloosa	12	Union	0
Dade	0	Holmes	0	Okeechobee	2	Volusia	34
DeSoto	2	Indian River	12	Orange	72	Wakulla	0
Dixie	0	Jackson	3	Osceola	11	Walton	0
Duval	0	Jefferson	2	Palm Beach	95	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 - September 2023

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	17	102	119	436
Florida Power & Light Company	15	23	38	141
Florida Public Utilities Company	3	2	5	26
Tampa Electric Company	3	8	11	123
TOTALS**	38	135	173	726

*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 2023

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	0	0	2
Florida Division of Chesapeake Utilities Corporation	0	0	0	1
Florida Public Utilities Company	1	2	3	34
Florida Public Utilities Company - Indiantown Division	0	0	0	1
Peoples Gas System	0	0	0	1
Peoples Gas System, Inc.	0	1	1	13
St. Joe Natural Gas Company, Inc.	0	0	0	2
TOTALS**	1	3	4	54

*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 2023

Company Name	Month	Y-T-D
CenturyLink of Florida, Inc.	1	1
TOTALS**	1	1

**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 2023

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 2023

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 2023

Company Name	Service*	Billing*	Total	Y-T-D
Cedar Acres Inc	0	0	0	1
Charlie Creek Utilities, LLC	0	0	0	2
Cobblestone II RVG LLC d/b/a River Grove Utility	0	0	0	2
Crestridge Utilities, LLC	0	2	2	2
CSWR-Florida Utility Operating Company, LLC	5	0	5	11
East Marion Utilities, LLC	0	0	0	2
Florida Community Water Systems, Inc.	0	0	0	3
Grenelefe Utility	1	0	1	3
Hash Utilities, LLC	0	0	0	1
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
Lake Yale Utilities, LLC	0	0	0	1
Leighton Estates Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	1	1	2
McLeod Gardens Utilities, LLC	0	0	0	6
Mobile Manor Water Company, Inc.	0	0	0	1
Ni Florida, Inc.	0	0	0	1
North Florida Community Water Systems, Inc.	0	0	0	5
Ocala Palms Utilities, LLC	0	0	0	1
Orchid Springs Development Corporation	0	0	0	1
Palm Valley Utilities	0	0	0	3
Peoples Water Service Company of Florida, Inc.	0	0	0	2
Placid Lakes Utilities, Inc.	0	0	0	8
Pluris Wedgefield, LLC	5	1	6	13
RSPI MHC, LLC	0	0	0	1
S. V. Utilities, Ltd.	0	0	0	1
Sunlake Estates Utilities, L.L.C.	0	0	0	1
Sunny Shores Utilities, LLC	0	0	0	2
Sunrise Water, LLC	0	0	0	2
Sunshine Water Services	0	0	0	28

**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 2023

Company Name	Service*	Billing*	Total	Y-T-D
Tymber Creek Utilities, Incorporated	1	0	1	1
Water Management Services, Inc.	0	0	0	1
TOTALS**	12	4	16	111

**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.