



CONSUMER ACTIVITY REPORT

September 2024

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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 2024

Complaints Received & Entered into CATS		850
Electric	45	
Gas	5	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	8	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		546
Electric	538	
Gas	8	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		95
Electric	94	
Gas	1	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		151
Electric	146	
Gas	5	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		962
Total New Cases Received & Entered into CATS		1812

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	575	664	1239
Mail	2	9	11
Internet	273	289	562
Fax	0	0	0
Total	850	962	1812

Cases by Industry

September 2024

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	44	5%	289	30%
Natural Gas	5	1%	10	1%
Telecommunications	0	0%	155	16%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	8	1%	94	10%
Non-certificated Company Cases logged**	0	0%	414	43%
Telephone Transfer-Connects (Calls Transferred to Utilities)	546	64%		
E-Transfers	95	11%		
Cases Received & Closed by 3 Day Rule	151	18%		
Total	850	100%	962	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 2024

County	Cases	County	Cases	County	Cases	County	Cases
N/A	255	Escambia	24	Lafayette	0	Pasco	12
Alachua	0	Flagler	5	Lake	2	Pinellas	34
Baker	0	Franklin	0	Lee	8	Polk	9
Bay	11	Gadsden	0	Leon	0	Putnam	4
Bradford	0	Gilchrist	0	Levy	0	Saint Johns	8
Brevard	33	Glades	0	Liberty	0	Saint Lucie	13
Broward	75	Gulf	1	Madison	0	Santa Rosa	9
Calhoun	0	Hamilton	0	Manatee	15	Sarasota	19
Charlotte	9	Hardee	0	Marion	8	Seminole	21
Citrus	3	Hendry	0	Martin	7	Sumter	0
Clay	0	Hernando	1	Monroe	0	Suwannee	0
Collier	5	Highlands	3	Nassau	2	Taylor	0
Columbia	2	Hillsborough	30	Okaloosa	12	Union	0
DeSoto	1	Holmes	1	Okeechobee	1	Volusia	37
Dixie	0	Indian River	7	Orange	16	Wakulla	0
Duval	0	Jackson	3	Osceola	1	Walton	0
Miami-Dade	88	Jefferson	1	Palm Beach	48	Washington	3

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 2024

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	6	12	18	260
Florida Power & Light Company	1	13	14	142
Florida Public Utilities Company	2	3	5	27
Tampa Electric Company	1	6	7	56
TOTALS**	10	34	44	485

*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 2024

Company Name	Service*	Billing*	Total	Y-T-D
Florida Public Utilities Company	1	2	3	30
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Peoples Gas System, Inc.	1	0	1	17
Sebring Gas System, Inc.	0	0	0	1
St. Joe Natural Gas Company, Inc.	0	1	1	2
TOTALS**	2	3	5	51

*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 2024

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 2024

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 2024

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 2024

Company Name	Service*	Billing*	Total	Y-T-D
A Utility Inc.	0	1	1	1
CAP Utilities, LLC	0	0	0	2
Cedar Acres Inc	1	0	1	1
CHC VII, Ltd.	0	0	0	2
Consolidated Water Works	0	0	0	1
Crestridge Utilities, LLC	0	1	1	1
CSWR-Florida Utility Operating Company, LLC	1	1	2	47
FIMC Hideaway, Inc.	0	0	0	1
Florida Community Water Systems, Inc.	0	0	0	18
Gold Coast Utility Corp.	0	0	0	5
Grenelefe Resort Utility, Inc.	0	0	0	4
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
McLeod Gardens Utilities, LLC	0	0	0	1
MFL Utility Systems, L.L.C.	0	0	0	1
North Florida Community Water Systems, Inc.	0	0	0	4
Orange Land Utilities, LLC	0	0	0	1
Peoples Water Service Company of Florida, Inc.	0	0	0	6
Pinecrest Utilities, LLC	0	0	0	1
Pluris Wedgefield, LLC	0	0	0	2
Royal Waterworks, Inc.	0	0	0	2
Southwest Ocala Utility, Inc.	0	0	0	1
St. Johns River Estates Utilities, LLC	0	0	0	1
Sunny Shores Utilities, LLC	0	0	0	1
Sunrise Water, LLC	1	0	1	2
Sunshine Water Services	0	0	0	16
Suwannee Valley Utilities, LLC	1	0	1	7
Useppa Island Utility, Inc.	1	0	1	2
Wildwood Water Company	0	0	0	2
TOTALS**	5	3	8	135

**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.