



CONSUMER ACTIVITY REPORT

September 2025

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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 2025

Complaints Received & Entered into CATS		1095
Electric	68	
Gas	22	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	93	
Non-certificated Company Complaints Logged	0	
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)	567	
Electric	566	
Gas	1	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)	113	
Electric	108	
Gas	5	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule	232	
Electric	226	
Gas	6	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.	4229	
Total New Cases Received & Entered into CATS		5324

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	627	562	1189
Mail	4	3	7
Internet	463	3664	4127
Fax	1	0	1
Total	1095	4229	5324

Cases by Industry

September 2025

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	67	6%	3633	86%
Natural Gas	22	2%	15	0%
Telecommunications	0	0%	143	3%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	93	8%	186	4%
Non-certificated Company Cases logged**	0	0%	251	6%
Telephone Transfer-Connects (Calls Transferred to Utilities)	567	52%		
E-Transfers	113	10%		
Cases Received & Closed by 3 Day Rule	232	21%		
Total	1095	100%	4229	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 2025

County	Cases	County	Cases	County	Cases	County	Cases
N/A	287	Escambia	16	Lafayette	0	Pasco	12
Alachua	0	Flagler	2	Lake	24	Pinellas	37
Baker	0	Franklin	2	Lee	21	Polk	40
Bay	7	Gadsden	0	Leon	0	Putnam	5
Bradford	0	Gilchrist	0	Levy	1	Saint Johns	3
Brevard	32	Glades	0	Liberty	0	Saint Lucie	10
Broward	135	Gulf	2	Madison	1	Santa Rosa	7
Calhoun	0	Hamilton	0	Manatee	12	Sarasota	18
Charlotte	5	Hardee	0	Marion	17	Seminole	27
Citrus	5	Hendry	1	Martin	9	Sumter	1
Clay	0	Hernando	1	Monroe	0	Suwannee	0
Collier	10	Highlands	4	Nassau	7	Taylor	1
Columbia	1	Hillsborough	42	Okaloosa	6	Union	1
DeSoto	6	Holmes	0	Okeechobee	0	Volusia	65
Dixie	0	Indian River	8	Orange	41	Wakulla	0
Duval	1	Jackson	3	Osceola	8	Walton	0
Miami-Dade	93	Jefferson	1	Palm Beach	55	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 2025

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	8	23	31	213
Florida Power & Light Company	5	11	16	136
Florida Public Utilities Company	3	3	6	65
Tampa Electric Company	4	10	14	194
TOTALS**	20	47	67	608

*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 2025

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	1	1	2	7
Florida Division of Chesapeake Utilities Corporation	0	1	1	5
Florida Public Utilities Company	2	17	19	106
Florida Public Utilities Company - Indiantown Division	0	0	0	1
Peoples Gas System, Inc.	0	0	0	13
St. Joe Natural Gas Company, Inc.	0	0	0	3
TOTALS**	3	19	22	135

*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 2025

Company Name	Month	Y-T-D
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.		

Relay Service Complaints

Complaint Activity - September 2025

Company Name	Month	Y-T-D
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 Complaints

Complaint Activity - September 2025

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 2025

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	0	0	1
Cobblestone II RVG LLC d/b/a River Grove Utility	0	0	0	1
Consolidated Water Works, Inc.	0	0	0	1
Coral Cay Water & Sewer Company	0	0	0	1
Crestridge Utilities, LLC	0	0	0	2
CSWR-Florida Utility Operating Company, LLC	16	0	16	48
East Marion Utilities, LLC	0	0	0	1
FIMC Hideaway, Inc.	0	0	0	1
Gold Coast Utility Corp.	0	0	0	1
Grenelefe Resort Utility, Inc.	0	0	0	3
Hash Utilities, LLC	0	0	0	1
HC Waterworks, Inc.	0	0	0	2
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	1	1	2
Leighton Estates Utilities, LLC	0	1	1	1
LP Waterworks, Inc.	0	0	0	1
Mobile Manor Water Company, Inc.	0	0	0	1
NC Real Estate Projects, LLC d/b/a Grenelefe Utility	0	1	1	2
Ni Florida, Inc.	0	1	1	8
North Florida Community Water Systems, Inc.	0	0	0	3
Orange Land Utilities, LLC	0	0	0	1
Orchid Springs Development Corporation	1	0	1	3
Palm Valley Utilities	0	0	0	1
Parkland Utilities, Inc.	59	0	59	60
Peoples Water Service Company of Florida, Inc.	1	2	3	6
Pluris Wedgefield, LLC	0	2	2	3
S. V. Utilities, Ltd.	0	0	0	2
Southwest Ocala Utility, Inc.	0	2	2	4
Sunrise Water, LLC	0	0	0	1
Sunshine Water Services	0	6	6	55

**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 2025

Company Name	Service*	Billing*	Total	Y-T-D
Suwannee Valley Utilities, LLC	0	0	0	1
TOTALS**	77	16	93	219

**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.