



CONSUMER ACTIVITY REPORT

September 2026

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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 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
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview

September 2026

Complaints Received & Entered into CATS		1344
Electric	99	
Gas	49	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	22	
Non-certificated Company Complaints Logged	0	
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)	750	
Electric	662	
Gas	88	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)	166	
Electric	158	
Gas	8	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule	258	
Electric	257	
Gas	1	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.	2143	
Total New Cases Received & Entered into CATS		3487

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	829	417	1246
Mail	6	4	10
Internet	509	1722	2231
Fax	0	0	0
Total	1344	2143	3487

Cases by Industry

September 2026

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	98	7%	1745	81%
Natural Gas	49	4%	21	1%
Telecommunications	0	0%	144	7%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	22	2%	50	2%
Non-certificated Company Cases logged**	0	0%	183	9%
Telephone Transfer-Connects (Calls Transferred to Utilities)	750	56%		
E-Transfers	166	12%		
Cases Received & Closed by 3 Day Rule	258	19%		
Total	1344	100%	2143	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 2026

County	Cases	County	Cases	County	Cases	County	Cases
N/A	283	Escambia	34	Lafayette	0	Pasco	10
Alachua	3	Flagler	9	Lake	8	Pinellas	40
Baker	3	Franklin	1	Lee	8	Polk	37
Bay	9	Gadsden	0	Leon	0	Putnam	2
Bradford	1	Gilchrist	0	Levy	1	Saint Johns	10
Brevard	54	Glades	0	Liberty	1	Saint Lucie	24
Broward	120	Gulf	3	Madison	0	Santa Rosa	9
Calhoun	1	Hamilton	1	Manatee	14	Sarasota	22
Charlotte	11	Hardee	0	Marion	15	Seminole	27
Citrus	9	Hendry	0	Martin	14	Sumter	4
Clay	0	Hernando	2	Monroe	0	Suwannee	0
Collier	23	Highlands	8	Nassau	12	Taylor	6
Columbia	3	Hillsborough	24	Okaloosa	14	Union	1
DeSoto	0	Holmes	0	Okeechobee	2	Volusia	56
Dixie	0	Indian River	16	Orange	34	Wakulla	3
Duval	0	Jackson	17	Osceola	11	Walton	2
Miami-Dade	171	Jefferson	0	Palm Beach	143	Washington	8

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 2026

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	14	20	34	259
Florida Power & Light Company	16	29	45	253
Florida Public Utilities Company	3	7	10	96
Tampa Electric Company	2	7	9	174
TOTALS**	35	63	98	782

*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 2026

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	4	10	14	69
Florida Public Utilities Company	12	18	30	180
Peoples Gas System, Inc.	2	3	5	30
St. Joe Natural Gas Company, Inc.	0	0	0	3
TOTALS**	18	31	49	282

*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 2026

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 2026

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 2026

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 2026

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	1	0	1	3
Cedar Acres Inc	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
Crestridge Utilities, LLC	0	0	0	1
CSWR-Florida Utility Operating Company, LLC	2	0	2	58
East Marion Utilities, LLC	0	1	1	2
Environmental Protection Systems of Pine Island, Inc.	0	0	0	1
Florida Community Water Systems, Inc.	0	0	0	6
Gold Coast Utility Corp.	0	0	0	2
Grenelefe Resort Utility, Inc.	0	1	1	6
HC Waterworks, Inc.	1	0	1	4
Heather Hills Utilities, LLC	0	0	0	1
Hometown Canada Utility, Inc.	0	0	0	1
Indian Springs Utilities, Inc.	0	0	0	1
K W Resort Utilities Corp.	0	0	0	3
Leighton Estates Utilities, LLC	0	1	1	15
Little Gasparilla Water Utility, Inc.	0	0	0	1
McLeod Gardens Utilities, LLC	0	0	0	1
Mobile Manor Water Company, Inc.	0	0	0	1
NC Real Estate Projects, LLC d/b/a Grenelefe Utility	0	0	0	9
Ni Florida, Inc.	0	1	1	5
North Florida Community Water Systems, Inc.	6	0	6	44
Ocala Palms Utilities, LLC	0	0	0	1
Orange Land Utilities, LLC	0	0	0	1
Orchid Springs Development Corporation	0	0	0	1
Palm Valley Utilities	0	0	0	6
Parkland Utilities, Inc.	0	0	0	2
Peoples Water Service Company of Florida, Inc.	0	0	0	8
Pinecrest Utilities, LLC	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 2026

Company Name	Service*	Billing*	Total	Y-T-D
Pluris Wedgefield, LLC	0	0	0	6
Royal Waterworks, Inc.	0	0	0	1
S & L Utilities, Inc.	0	0	0	1
S. V. Utilities, Ltd.	1	0	1	1
Southwest Ocala Utility, Inc.	0	0	0	1
Sunlake Estates Utilities, L.L.C.	2	0	2	5
Sunshine Water Services	1	4	5	50
Suwannee Valley Utilities, LLC	0	0	0	2
Vantage Oaks Utility, LLC	0	0	0	1
TOTALS**	14	8	22	257

**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.

