



FLORIDA
PUBLIC
SERVICE
COMMISSION

**CONSUMER ACTIVITY REPORT
AUGUST 2002**

Table of Contents

Information Directory	1
Preface	2
Summary	3
Consumer Refunds	4
Consumer Activity Overview	5
Total Consumer Contacts	6
Total Calls Received - Call Center Statistics	7
Monthly Status of Total Complaints Received / Resolved	8
Complaints by County	9
How Complaints Were Received	10
How Information Requests Were Received	11
Complaints by Industry	12
Electric Companies - Complaint Activity	13
Momentary Electric Outage Information	16
Gas Companies - Complaint Activity	17
Alternative Local Exchange Telephone Companies - Complaint Activity	19
Local Exchange Telephone Companies - Complaint Activity	21
Unauthorized Telephone Service Change - Local Slamming	24
Unauthorized Additional Local Telephone Service Charges - <i>Cramming</i>	25
Long Distance Telephone Companies - Complaint Activity	26
Unauthorized Telephone Service Change - <i>Long Distance Slamming</i>	28
Pay Telephone Companies - Complaint Activity	29
Water and Wastewater Companies - Complaint Activity	30
Index of Definitions	31

FLORIDA PUBLIC SERVICE COMMISSION INFORMATION DIRECTORY

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Preface

On July 1, 1999, the PSC enhanced its Consumer Activity Tracking System (CATS), which specifically tracks consumer contacts. There are now two categories of consumer contact: Complaints and Information Requests. A Complaint is 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. An Information Request is an inquiry that does not involve investigation or analysis by the PSC staff.

Effective June 22, 2000, the Commission adopted amendments to Rule 25-22.032, in an effort to expedite the processing of customer complaints. It is the Commission's intent that disputes between regulated companies and their customers be resolved as quickly, effectively, and inexpensively as possible. The amended rule establishes customer complaint procedures that are designed to accomplish this intent. It includes an expedited telephone warm transfer and three day (72 Hour) resolution process for complaints that can be resolved quickly by the customer and the company without extensive Commission participation.

Also, the PSC has initiated an E-transfer Pilot Program. The pilot program is similar to the toll-free phone line warm transfer program. However, the new pilot program deals strictly with cases received via the PSC's website. While on the website, consumers are given the option to e-mail a complaint to the PSC or directly to a participating company via the internet. The Division of Consumer Affairs receives a copy of each e-mail received by the companies participating in this pilot. Upon receipt of the consumer's concerns, the company is required to contact the consumer within 24 hours. The participating companies are also required to send monthly reports to the PSC, listing the number of cases received and a brief summary of the issues. The pilot program was initiated on May 15, 2001. There are 12 companies participating in the e-transfer pilot program. The Division of Consumer Affairs is in the process of gathering information and monitoring the program; however, initial figures prove the program to be quite promising.

Summary

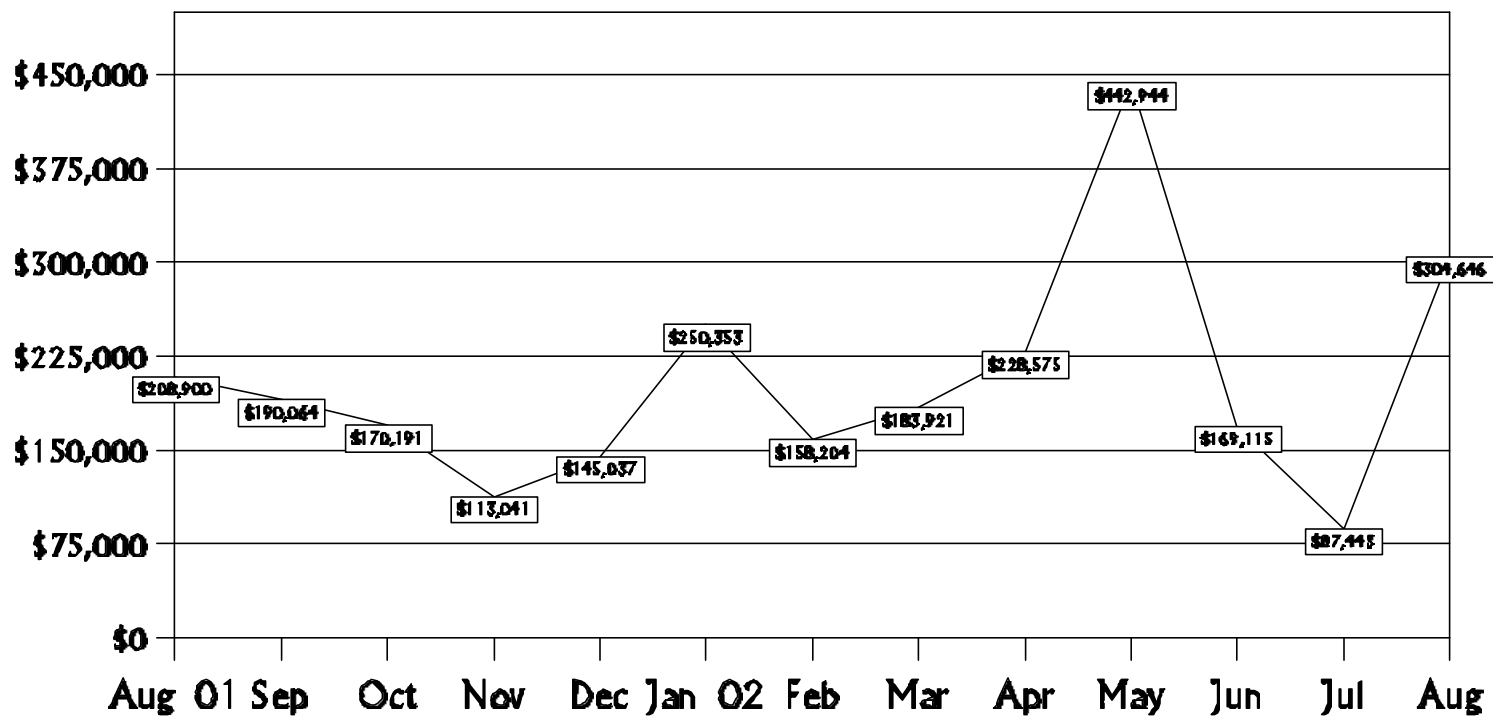
There were **2,493** complaints logged against the utility companies. Complaints to the PSC are resolved after review, with either a classification of "apparent non-infraction" or "apparent rule infraction." If the PSC staff believed that a violation of Florida Administrative Code rules, company tariff filings or company policy occurred, the complaint is resolved as an aparent rule infraction. There were also **3,150** information requests handled by the PSC.

A total of eighteen utility companies are participating in the Transfer Connect or "Warm Transfer" option, as of August 31, 2002. Under this option, a call to the PSC was directly transferred to the caller's utility, provided the consumer had not yet expressed their concerns to that utility. There were **1,174** calls transferred during August 2002.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled **\$304,646** for the month.

Consumer Refunds

August 2001 - August 2002



Consumer Activity - August 2002

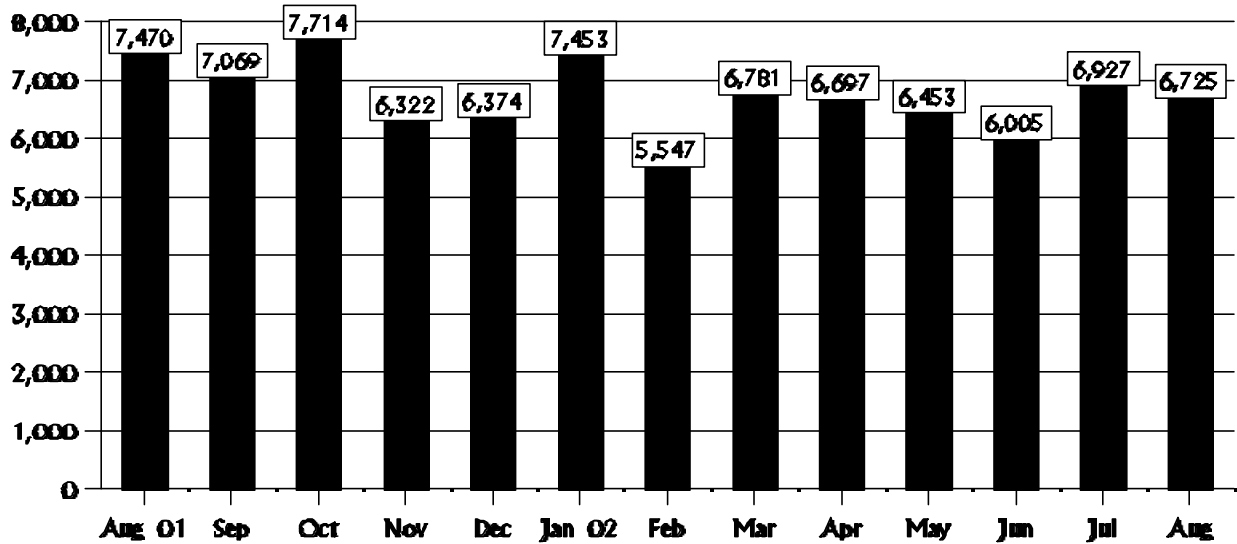
Complaints Received		2,493
Electric	92	
Gas	16	
Alternative Local Exchange Telephone	232	
Local Exchange Telephone	269	
Long Distance Telephone	505	
Pay Telephone	6	
Water & Wastewater	16	
Non-regulated/Other Consumer Assistance	1,228	
Cases Received / Closed Under 72 Hr Rule	129	
Electric	69	
Gas	0	
Telecommunications	60	
Water / Wastewater	0	
Information Requests Received		3,150
Total Cases Received		5,643

How Cases Were Received	Complaints	Information Requests
Phone	1,520	3,016
Mail	440	30
Internet	310	93
Fax	223	11
Totals	2,493	3,150

Non-Regulated Calls Not Filed As Cases	1,082
Total Consumer Contacts Handled	6,725
Transfer Connect (Calls Transferred to Utilities)	1,174
E-Transfers (E-mails Routed Directly from PSC Website to Utilities)	65

Consumer Savings	
Electric	\$ 8,637.23
Gas	1,300.00
Alternative Local Exchange Telephone	151,143.42
Local Exchange Telephone	47,345.42
Long Distance Telephone	96,065.65
Pay Telephone	2.00
Water & Wastewater	151.99
Non-regulated/Other Consumer Assistance	0.00
Total	\$304,645.71

Public Service Commission Total Consumer Contacts August 2001 - August 2002

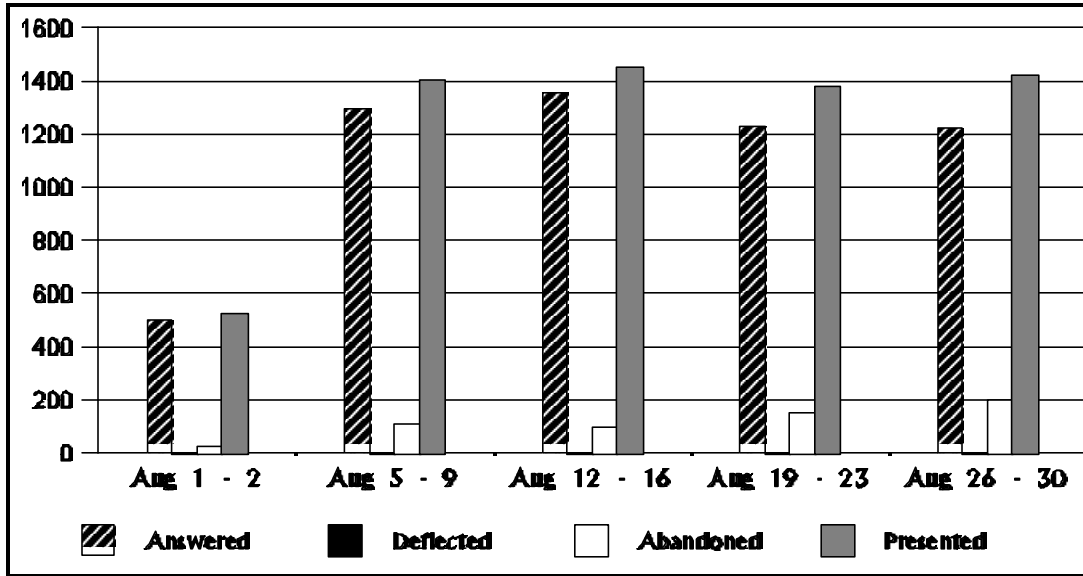


	Complaints Received	% of Total Complaints*
Electric	92	4%
Gas	16	< 1%
Alt. Local Exchange Telephone	232	9%
Local Exchange Telephone	269	11%
Long Distance Telephone	505	20%
Pay Telephone	6	< 1%
Water & Wastewater	16	1%
Non-regulated Consumer Assistance	1,228	49%
Cases Received & Closed by 72 Hr Rule	129	5%
Total	2,493	100%

*Rounded

Information provided by Automatic Call Distribution System - Management Information System (ACD-MIS) and Consumer Activity Tracking System (CATS). Includes contacts from phone calls, letters, faxes and the Internet.

Total Calls Received - Call Center Statistics August 2002



Answered: Total number of calls answered by Consumer Affairs' Regulatory Specialists.

Deflected: The number of calls originally destined for the PSC's ACD Group which could not get through due to a full queue or wait time in queue was exceeded.

Abandoned: The number of calls offered to the ACD Group but abandoned the queue waiting status prior to being answered.

Total Calls Presented: Total number of calls answered by a Consumer Affairs' Regulatory Specialist plus the number of calls abandoned and deflected from the ACD Group.

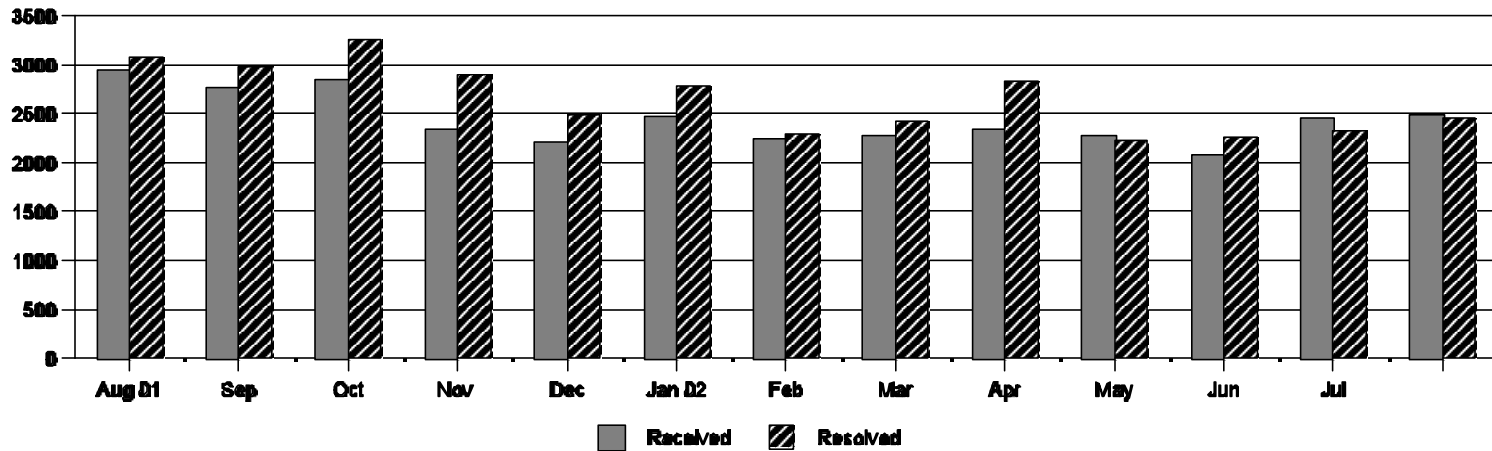
Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
August 1 - 2	499	95%	0	0%	27	5%	526
August 5 - 9	1,298	92%	0	0%	108	8%	1,406
August 12 - 16	1,355	93%	0	0%	95	7%	1,450
August 19 - 23	1,231	89%	1	0%	149	11%	1,381
August 26 - 30	1,221	86%	1	0%	197	14%	1,419
Totals	5,604	91%	2	0%	576	9%	6,182

Note: % Totals have been rounded.

Calls Answered During the Month	5,604
Minus CAF Calls Resulting in Cases	(4,522)
Total Non-Jurisdictional Calls Not Filed As Cases	1,082

Monthly Status of Total Complaints Received / Resolved*

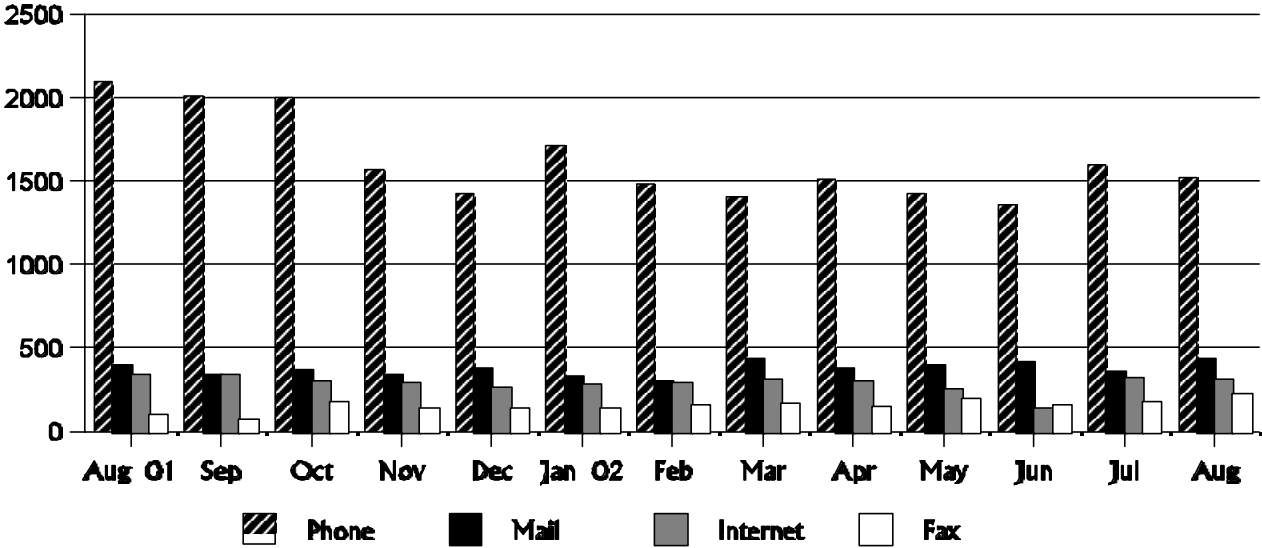
August 2001 - August 2002



	Aug 01	Sep	Oct	Nov	Dec	Jan 02	Feb	Mar	Apr	May	Jun	Jul	Aug
Received	2,943	2,770	2,849	2,347	2,204	2,468	2,233	2,279	2,346	2,274	2,081	2,461	2,493
Resolved	3,082	2,973	3,257	2,894	2,479	2,784	2,297	2,417	2,837	2,221	2,252	2,318	2,462

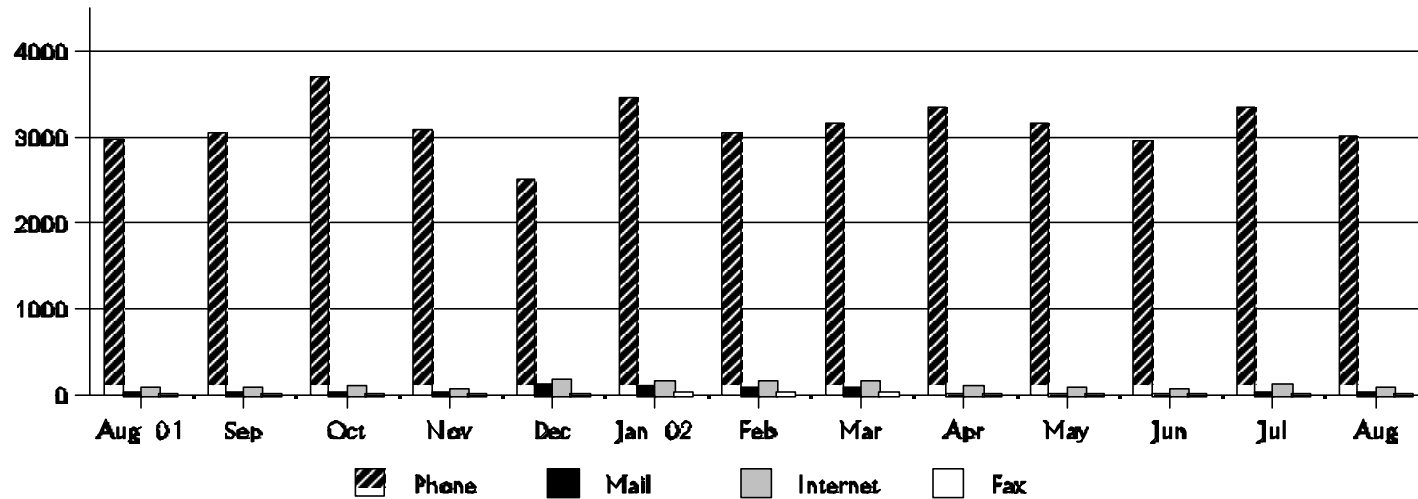
*Cases resolved consists of cases closed from the present and previous months, which were carried forward.

How Complaints Were Received Phone, Mail, Internet and Fax August 2001 - August 2002



	Aug 01	Sep	Oct	Nov	Dec	Jan 02	Feb	Mar	Apr	May	Jun	Jul	Aug
Phone	2,101	2,013	2,002	1,570	1,425	1,715	1,479	1,402	1,507	1,424	1,361	1,598	1,520
Mail	401	346	374	344	380	329	302	437	382	399	419	359	440
Internet	341	340	299	291	263	281	290	313	304	253	137	324	310
Fax	100	71	174	142	136	143	162	165	153	198	164	180	223
Total	2,943	2,770	2,849	2,347	2,204	2,468	2,233	2,317	2,346	2,274	2,081	2,461	2,493

How Information Requests Were Received Phone, Mail, Internet and Fax August 2001 - August 2002



	Aug 01	Sep	Oct	Nov	Dec	Jan 02	Feb	Mar	Apr	May	Jun	Jul	Aug
Phone	2,966	3,047	3,697	3,081	2,514	3,465	3,040	3,158	3,341	3,150	2,961	3,352	3,016
Mail	35	25	27	25	130	98	92	84	20	13	18	24	30
Internet	84	82	111	63	180	169	158	168	97	84	71	130	93
Fax	18	5	7	8	15	24	24	22	3	9	10	10	11
Total	3,103	3,159	3,842	3,177	2,839	3,756	3,314	3,432	3,461	3,256	3,060	3,516	3,150

