

# Consumer Assistance Complaint Handling Process



# Consumer Contact Information

For help solving regulated utility issues, consumers can reach PSC Consumer Assistance via one of the following methods:

- Toll-Free Phone  
1-800-342-3552
- U.S. Mail  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399

- Internet/Email

[Contact@psc.state.fl.us](mailto:Contact@psc.state.fl.us)

- Toll-Free Fax  
1-800-511-0803



# Consumer Contacts

- During 2014, the Florida Public Service Commission received approximately 1,000 inquiries/complaints regarding water and wastewater issues.
- The majority of inquiries/complaints involved rates, meter and billing accuracy, and quality of service.



# Customer Complaint Rule

Rule 25-22.032, F.A.C., *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.”



# Customer Complaint Rule (cont.)

Rule 25-22.032, F.A.C, *Customer Complaints*:

- Establishes informal customer complaint procedures.
- Provides expedited processes for complaints that can be resolved quickly.
- Provides a process for informal Commission staff resolution of complaints that cannot be resolved by the utility and the customer.



# Complaint Processing

Any customer of a utility regulated by the Commission may file a complaint with the Commission. Once a complaint is filed, the following actions occur:

- Customer contacts the Commission to file a complaint
- Complaint is forwarded to the utility
- Collection action is suspended on the disputed amount
- Utility has 15 working days to respond to the Commission
- Utility's response is received



# Complaint Processing (cont.)

Staff reviews the utility's action on the complaint to determine if it is consistent with the following:

- Florida Administrative Code (Commission Rules)
- Commission Orders
- Utility Tariffs
- State Law



# Proposed Resolution

- At the conclusion of staff's investigation, the customer and utility will be provided a proposed resolution to the complaint.
- The proposed resolution may be either oral or written.
- The customer and/or the utility may request that staff provide the proposed resolution in writing.
- The customer and/or the utility can object to staff's proposed resolution.





# Process Review

- If the customer or the utility disagrees with staff's initial proposed resolution, the complaint will be referred to the Process Review Team.
- New staff is assigned to review the complaint.
- The customer and/or utility may be required to provide additional information.
- Staff may attempt to negotiate a settlement between the customer and the utility in an effort to resolve the complaint.
- If a settlement cannot be reached, staff will present a recommendation, regarding the complaint, to the Commissioners.



# Process Review (cont.)

The customer will be sent a letter closing the complaint if any of the following are true:

- The complaint issue falls outside of Commission jurisdiction
- The relief sought can not be granted by the Commission
- The complaint objects to current statutes, rules, tariffs, or Commission orders
- No violation of statutes, rules, tariffs, or Commission orders occurred



# Complaint Tracking

The Commission will send status reports to the utility via email and/or fax detailing complaint activity including the following:

- A weekly report of complaints received, complaints closed, and utility responses received
- A bi-monthly report of past due utility responses
- A monthly report summarizing all complaint activity



# Company Information

- The utility should provide the following information for complaint processing purposes:
  - Consumer liaison
  - Mailing address and phone number
  - Email address
  - Fax number
- The Commission Clerk's Office should be notified of any changes to this information. All changes will be noted in the Master Commission Directory.



# Commission Information

Questions regarding complaints from the utility should be directed to the PSC's Bureau of Consumer Assistance.

- Phone: (850) 413-6482
- Email: [Contact@psc.state.fl.us](mailto:Contact@psc.state.fl.us)
- U.S. Mail: 2540 Shumard Oak Blvd.  
Tallahassee, FL 32399

