CONSUMER ACTIVITY REPORT
April 2019

Data Compiled on 05/13/2019
# Table of Contents

Consumer Activity Overview .................................................. 1
Cases by Industry ............................................................... 2
Complaints by County ......................................................... 3
Electric Companies - Complaint Activity .............................. 4
Gas Companies - Complaint Activity .................................... 5
Lifeline - Complaint Activity ............................................... 6
Florida Relay - Complaint Activity ....................................... 7
Pay Telephone Companies - Complaint Activity ................. 8
Water and Wastewater Companies - Complaint Activity ....... 9
Definitions ............................................................................. 10

## 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](http://www.floridapsc.com), or direct to the

  following address:  [contact@psc.state.fl.us](mailto: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  April 2019

## Complaints Received & Entered into CATS

<table>
<thead>
<tr>
<th>Service</th>
<th>Complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electric</td>
<td>46</td>
</tr>
<tr>
<td>Gas</td>
<td>5</td>
</tr>
<tr>
<td>LifeLine</td>
<td>2</td>
</tr>
<tr>
<td>Relay</td>
<td>0</td>
</tr>
<tr>
<td>Pay Telephone</td>
<td>0</td>
</tr>
<tr>
<td>Water &amp; Wastewater</td>
<td>12</td>
</tr>
</tbody>
</table>

## Non-certificated Company Complaints Logged

<table>
<thead>
<tr>
<th>Service</th>
<th>Complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electric</td>
<td>0</td>
</tr>
<tr>
<td>Gas</td>
<td>0</td>
</tr>
<tr>
<td>Telecommunications</td>
<td>0</td>
</tr>
<tr>
<td>Water/Wastewater</td>
<td>0</td>
</tr>
<tr>
<td>Industry Unknown</td>
<td>0</td>
</tr>
</tbody>
</table>

## Telephone Transfer-Connects (Calls Transferred to Utilities)

<table>
<thead>
<tr>
<th>Service</th>
<th>Complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electric</td>
<td>494</td>
</tr>
<tr>
<td>Gas</td>
<td>13</td>
</tr>
<tr>
<td>Telecommunications</td>
<td>0</td>
</tr>
<tr>
<td>Water/Wastewater</td>
<td>0</td>
</tr>
</tbody>
</table>

## E-Transfers (E-mails sent to Utilities from the PSC Web site)

<table>
<thead>
<tr>
<th>Service</th>
<th>Complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electric</td>
<td>36</td>
</tr>
<tr>
<td>Gas</td>
<td>0</td>
</tr>
<tr>
<td>Telecommunications</td>
<td>0</td>
</tr>
<tr>
<td>Water/Wastewater</td>
<td>0</td>
</tr>
</tbody>
</table>

## Cases Received / Closed Under 3 Day Rule

<table>
<thead>
<tr>
<th>Service</th>
<th>Complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electric</td>
<td>64</td>
</tr>
<tr>
<td>Gas</td>
<td>0</td>
</tr>
<tr>
<td>Telecommunications</td>
<td>0</td>
</tr>
<tr>
<td>Water / Wastewater</td>
<td>0</td>
</tr>
</tbody>
</table>

## Information Requests Received & Entered into CATS

<table>
<thead>
<tr>
<th>Service</th>
<th>Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electric</td>
<td>1,216</td>
</tr>
<tr>
<td>Gas</td>
<td>17</td>
</tr>
<tr>
<td>Telecommunications</td>
<td>159</td>
</tr>
<tr>
<td>Water / Wastewater</td>
<td>0</td>
</tr>
</tbody>
</table>

## Total New Cases Received & Entered into CATS

<table>
<thead>
<tr>
<th>Total Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>2,064</td>
</tr>
</tbody>
</table>

## How Cases Were Received

<table>
<thead>
<tr>
<th>Method</th>
<th>Complaints</th>
<th>Information Requests</th>
<th>Total Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>559</td>
<td>1,216</td>
<td>1,775</td>
</tr>
<tr>
<td>Mail</td>
<td>3</td>
<td>17</td>
<td>20</td>
</tr>
<tr>
<td>Internet</td>
<td>110</td>
<td>159</td>
<td>269</td>
</tr>
<tr>
<td>Fax</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Totals</td>
<td>672</td>
<td>1,392</td>
<td>2,064</td>
</tr>
</tbody>
</table>
### Cases by Industry

#### April 2019

<table>
<thead>
<tr>
<th>Industry</th>
<th>Complaints Logged</th>
<th>% of Total Complaints*</th>
<th>Information Requests Logged</th>
<th>% of Total Information Requests*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electric</td>
<td>46</td>
<td>7 %</td>
<td>285</td>
<td>20 %</td>
</tr>
<tr>
<td>Natural Gas</td>
<td>5</td>
<td>1 %</td>
<td>14</td>
<td>1 %</td>
</tr>
<tr>
<td>Telecommunications</td>
<td>2</td>
<td>0 %</td>
<td>705</td>
<td>51 %</td>
</tr>
<tr>
<td>Lifeline</td>
<td>2</td>
<td>0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Relay</td>
<td>0</td>
<td>0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pay Telephone</td>
<td>0</td>
<td>0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Water &amp; Wastewater</td>
<td>12</td>
<td>2 %</td>
<td>71</td>
<td>5 %</td>
</tr>
<tr>
<td>Non-certificated Company Cases logged**</td>
<td>0</td>
<td>0 %</td>
<td>317</td>
<td>23 %</td>
</tr>
<tr>
<td>Telephone Transfer-Connects (Calls Transferred to Utilities)</td>
<td>507</td>
<td>75 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E-Transfers</td>
<td>36</td>
<td>5 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cases Received &amp; Closed by 3 Day Rule</td>
<td>64</td>
<td>10 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>672</td>
<td>100 %</td>
<td>1,392</td>
<td>100 %</td>
</tr>
</tbody>
</table>

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 the PSC.
Note: County name not available for 26 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addressess, etc.
# Electric Companies

## Complaint Activity - April 2019

<table>
<thead>
<tr>
<th>Electric Company</th>
<th>Service*</th>
<th>Billing*</th>
<th>Total</th>
<th>Y-T-D</th>
</tr>
</thead>
<tbody>
<tr>
<td>DUKE ENERGY</td>
<td>18</td>
<td>13</td>
<td>31</td>
<td>99</td>
</tr>
<tr>
<td>FLORIDA POWER &amp; LIGHT COMPANY</td>
<td>0</td>
<td>4</td>
<td>4</td>
<td>34</td>
</tr>
<tr>
<td>FLORIDA PUBLIC UTILITIES COMPANY</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>14</td>
</tr>
<tr>
<td>GULF POWER COMPANY</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>TAMPA ELECTRIC COMPANY</td>
<td>9</td>
<td>1</td>
<td>10</td>
<td>23</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>28</strong></td>
<td><strong>18</strong></td>
<td><strong>46</strong></td>
<td><strong>173</strong></td>
</tr>
</tbody>
</table>

*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.
### Complaints Logged

<table>
<thead>
<tr>
<th>Complaints Logged</th>
<th>Service*</th>
<th>Billing*</th>
<th>Total</th>
<th>Y-T-D</th>
</tr>
</thead>
<tbody>
<tr>
<td>FLORIDA CITY GAS</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>7</td>
</tr>
<tr>
<td>FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>FLORIDA PUBLIC UTILITIES COMPANY</td>
<td>3</td>
<td>1</td>
<td>4</td>
<td>9</td>
</tr>
<tr>
<td>FLORIDA PUBLIC UTILITIES COMPANY - FORT MEADE DIVISION</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>PEOPLES GAS SYSTEM</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>ST. JOE NATURAL GAS COMPANY, INC.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>4</strong></td>
<td><strong>1</strong></td>
<td><strong>5</strong></td>
<td><strong>25</strong></td>
</tr>
</tbody>
</table>

*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 - April 2019

<table>
<thead>
<tr>
<th></th>
<th>Month</th>
<th>Year-To-Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>CENTURYLINK</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>FRONTIER COMMUNICATIONS OF THE SOUTH, LLC</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>FRONTIER FLORIDA LLC</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td><strong>TOTALS</strong>*</td>
<td>2</td>
<td>9</td>
</tr>
</tbody>
</table>

*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.*
<table>
<thead>
<tr>
<th></th>
<th>Month</th>
<th>Year-To-Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>TOTALS*</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

*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 Companies

#### Complaint Activity - April 2019

<table>
<thead>
<tr>
<th>Complaints Logged</th>
<th>Service*</th>
<th>Billing*</th>
<th>Total</th>
<th>Y-T-D</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

**TOTALS**

<table>
<thead>
<tr>
<th>Service*</th>
<th>Billing*</th>
<th>Total</th>
<th>Y-T-D</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

*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.
## Water & Wastewater Companies
### Complaint Activity - April 2019

<table>
<thead>
<tr>
<th>Company Name</th>
<th>Service</th>
<th>Billing</th>
<th>Total</th>
<th>Y-T-D</th>
</tr>
</thead>
<tbody>
<tr>
<td>AQUARINA UTILITIES, INC.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>BEACHES SEWER SYSTEM</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>CHARLIE CREEK UTILITIES, LLC</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>FIMC HIDEAWAY, INC.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>HC WATERWORKS, INC.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>LITTLE GASPARILLA WATER UTILITY, INC.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>MFL UTILITY SYSTEMS, L.L.C.</td>
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<td>1</td>
</tr>
<tr>
<td>NEIGHBORHOOD UTILITIES, INC.</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>NI FLORIDA, LLC</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>NORTH PENINSULA UTILITIES CORPORATION</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>PLURIS WEDGEFIELD, LLC</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>SUNLAKE ESTATES UTILITIES, L.L.C.</td>
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<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>SUNNY HILLS UTILITY COMPANY</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>SUNNY SHORES WATER CO.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.</td>
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<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>THE WOODS UTILITY COMPANY</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>TYMBER CREEK UTILITIES, INCORPORATED</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>USEPPA ISLAND UTILITY, INC.</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>UTILITIES, INC. OF FLORIDA</td>
<td>1</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>UTILITIES, INC. OF FLORIDA</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>

**Complaints Logged**

<table>
<thead>
<tr>
<th></th>
<th>Service</th>
<th>Billing</th>
<th>Total</th>
<th>Y-T-D</th>
</tr>
</thead>
<tbody>
<tr>
<td>Totals**</td>
<td>5</td>
<td>7</td>
<td>12</td>
<td>33</td>
</tr>
</tbody>
</table>

*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.
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 an information request.

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 information requests 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 an information request 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.

Information Request - 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.