



FLORIDA  
PUBLIC  
SERVICE  
COMMISSION

**CONSUMER ACTIVITY  
REPORT  
April 2022**

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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](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 2022

|  |     |             |
|--|-----|-------------|
| <b>Complaints Received &amp; Entered into CATS</b>                   |     | <b>531</b>  |
| Electric   | 39  |             |
| Gas  | 10  |             |
| LifeLine   | 0   |             |
| Relay  | 0   |             |
| Pay Telephone  | 0   |             |
| Water/Wastewater   | 3   |             |
| <b>Non-certificated Company Complaints Logged</b>                    |     | <b>0</b>    |
| Electric   | 0   |             |
| Gas  | 0   |             |
| Telecommunications   | 0   |             |
| Water/Wastewater   | 0   |             |
| <b>Telephone Transfer-Connects (Calls Transferred to Utilities)</b>  |     | <b>382</b>  |
| Electric   | 362 |             |
| Gas  | 20  |             |
| Telecommunications   | 0   |             |
| Water/Wastewater   | 0   |             |
| <b>E-Transfers (E-mails sent to Utilities from the PSC Web site)</b> |     | <b>38</b>   |
| Electric   | 36  |             |
| Gas  | 2   |             |
| Telecommunications   | 0   |             |
| Water/Wastewater   | 0   |             |
| <b>Cases Received / Closed Under 3 Day Rule</b>                      |     | <b>59</b>   |
| Electric   | 56  |             |
| Gas  | 3   |             |
| Telecommunications   | 0   |             |
| Water/Wastewater   | 0   |             |
| <b>Consumer Contacts Received &amp; Entered into CATS.</b>           |     | <b>942</b>  |
| <b>Total New Cases Received &amp; Entered into CATS</b>              |     | <b>1473</b> |

| Cases Were Received | Complaints | Consumer Contact | Total Cases |
|---------------------|------------|------------------|-------------|
| Phone               | 406        | 784              | 1190        |
| Mail                | 0          | 9                | 9           |
| Internet            | 125        | 147              | 272         |
| Fax                 | 0          | 2                | 2           |
| <b>Total</b>        | <b>531</b> | <b>942</b>       | <b>1473</b> |

## Cases by Industry

**April 2022**

|   | Complaints<br>Logged | Percentage<br>of Total<br>Complaints* | Consumer<br>Contact Logged | Percentage<br>of Total<br>Consumer<br>Contact* |
|---|----------------------|---------------------------------------|----------------------------|--|
| Electric  | 39                   | 7%                                    | 159                        | 17%  |
| Natural Gas   | 10                   | 2%                                    | 19                         | 2%   |
| Telecommunications  | 0                    | 0%                                    | 182                        | 19%  |
| Lifeline  | 0                    | 0%                                    |                            |  |
| Relay   | 0                    | 0%                                    |                            |  |
| Pay Telephone   | 0                    | 0%                                    |                            |  |
| Water & Wastewater  | 3                    | 1%                                    | 41                         | 4%   |
| Non-certificated Company Cases<br>logged**                      | 0                    | 0%                                    | 541                        | 57%  |
| Telephone Transfer-Connects (Calls<br>Transferred to Utilities) | 382                  | 72%                                   |                            |  |
| E-Transfers   | 38                   | 7%                                    |                            |  |
| Cases Received & Closed by 3 Day<br>Rule                        | 59                   | 11%                                   |                            |  |
| <b>Total</b>  | <b>531</b>           | <b>100%</b>                           | <b>942</b>                 | <b>100%</b>                                    |

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

**April 2022**

| <b>County</b> | <b>Cases</b> | <b>County</b> | <b>Cases</b> | <b>County</b> | <b>Cases</b> | <b>County</b> | <b>Cases</b> |
|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|
| N/A           | 19           | Escambia      | 50           | Lafayette     | 0            | Pasco         | 2            |
| Alachua       | 1            | Flagler       | 7            | Lake          | 7            | Pinellas      | 26           |
| Baker         | 0            | Franklin      | 0            | Lee           | 7            | Polk          | 9            |
| Bay           | 21           | Gadsden       | 0            | Leon          | 1            | Putnam        | 2            |
| Bradford      | 1            | Gilchrist     | 0            | Levy          | 0            | Saint Johns   | 4            |
| Brevard       | 19           | Glades        | 0            | Liberty       | 0            | Saint Lucie   | 11           |
| Broward       | 54           | Gulf          | 2            | Madison       | 0            | Santa Rosa    | 18           |
| Calhoun       | 0            | Hamilton      | 0            | Manatee       | 14           | Sarasota      | 14           |
| Charlotte     | 4            | Hardee        | 0            | Marion        | 5            | Seminole      | 11           |
| Citrus        | 1            | Hendry        | 2            | Martin        | 5            | Sumter        | 0            |
| Clay          | 0            | Hernando      | 1            | Monroe        | 0            | Suwannee      | 0            |
| Collier       | 7            | Highlands     | 4            | Nassau        | 0            | Taylor        | 0            |
| Columbia      | 2            | Hillsborough  | 7            | Okaloosa      | 14           | Union         | 0            |
| Dade          | 0            | Holmes        | 1            | Okeechobee    | 1            | Volusia       | 32           |
| DeSoto        | 4            | Indian River  | 4            | Orange        | 18           | Wakulla       | 1            |
| Dixie         | 0            | Jackson       | 1            | Osceola       | 4            | Walton        | 2            |
| Duval         | 1            | Jefferson     | 1            | Palm Beach    | 39           | Washington    | 3            |

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 - April 2022

| Company Name                     | Service*  | Billing*  | Total     | Y-T-D      |
|----------------------------------|-----------|-----------|-----------|------------|
| Duke Energy                      | 7         | 17        | 24        | 106        |
| Florida Power & Light Company    | 1         | 11        | 12        | 285        |
| Florida Public Utilities Company | 0         | 0         | 0         | 6          |
| Tampa Electric Company           | 3         | 0         | 3         | 16         |
| <b>TOTALS**</b>                  | <b>11</b> | <b>28</b> | <b>39</b> | <b>413</b> |

\*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 - April 2022

| Company Name   | Service* | Billing* | Total     | Y-T-D     |
|--|----------|----------|-----------|-----------|
| Florida City Gas                                       | 1        | 0        | 1         | 7         |
| Florida Division of Chesapeake Utilities Corporation   | 0        | 1        | 1         | 2         |
| Florida Public Utilities Company                       | 2        | 3        | 5         | 18        |
| Florida Public Utilities Company - Fort Meade Division | 0        | 0        | 0         | 1         |
| Florida Public Utilities Company - Indiantown Division | 0        | 0        | 0         | 2         |
| Peoples Gas System                                     | 2        | 0        | 2         | 7         |
| St. Joe Natural Gas Company, Inc.                      | 1        | 0        | 1         | 1         |
| <b>TOTALS**</b>  | <b>6</b> | <b>4</b> | <b>10</b> | <b>38</b> |

\*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 2022

| Company Name   | Month | Y-T-D |
|--|-------|-------|
| TOTALS**   | 0     | 0     |
| <p>**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.</p> |       |       |



# Relay Service Complaints

## Complaint Activity - April 2022

| Company Name   | Month | Y-T-D |
|--|-------|-------|
| TOTALS**   | 0     | 0     |
| <p>**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.</p> |       |       |

## Pay Telephone Complaints

### Complaint Activity - April 2022

| <b>Company Name</b> | <b>Service*</b> | <b>Billing*</b> | <b>Total</b> | <b>Y-T-D</b> |
|---------------------|-----------------|-----------------|--------------|--------------|
| 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 - April 2022

| <b>Company Name</b>             | <b>Service*</b> | <b>Billing*</b> | <b>Total</b> | <b>Y-T-D</b> |
|---------------------------------|-----------------|-----------------|--------------|--------------|
| Crestridge Utilities, LLC       | 0               | 0               | 0            | 1            |
| Grenelefe Resort Utility, Inc.  | 0               | 0               | 0            | 1            |
| HC Waterworks, Inc.             | 1               | 0               | 1            | 2            |
| Heather Hills Utilities, LLC    | 0               | 0               | 0            | 1            |
| LP Waterworks, Inc.             | 0               | 0               | 0            | 1            |
| Neighborhood Utilities, Inc.    | 0               | 1               | 1            | 1            |
| OB Utility Systems, L.L.C.      | 0               | 1               | 1            | 1            |
| Ocala Palms Utilities, LLC      | 0               | 0               | 0            | 2            |
| Sunshine Water Services         | 0               | 0               | 0            | 2            |
| Water Management Services, Inc. | 0               | 0               | 0            | 2            |
| <b>TOTALS**</b>                 | <b>1</b>        | <b>2</b>        | <b>3</b>     | <b>14</b>    |

\*\*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.

