



FLORIDA  
PUBLIC  
SERVICE  
COMMISSION

# **CONSUMER ACTIVITY REPORT**

## **August 2020**

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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

August 2020

|  |             |
|--|-------------|
| <b>Complaints Received &amp; Entered into CATS</b>                   | <b>350</b>  |
| Electric   | 81          |
| Gas  | 11          |
| LifeLine   | 0           |
| Relay  | 0           |
| Pay Telephone  | 0           |
| Water/Wastewater   | 10          |
| <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>117</b>  |
| Electric   | 116         |
| Gas  | 1           |
| Telecommunications   | 0           |
| Water/Wastewater   | 0           |
| <b>E-Transfers (E-mails sent to Utilities from the PSC Web site)</b> | <b>36</b>   |
| Electric   | 36          |
| Gas  | 0           |
| Telecommunications   | 0           |
| Water/Wastewater   | 0           |
| <b>Cases Received / Closed Under 3 Day Rule</b>                      | <b>93</b>   |
| Electric   | 93          |
| Gas  | 0           |
| Telecommunications   | 0           |
| Water/Wastewater   | 0           |
| <b>Consumer Contacts Received &amp; Entered into CATS.</b>           | <b>1987</b> |
| <b>Total New Cases Received &amp; Entered into CATS</b>              | <b>2340</b> |

| Cases Were Received | Complaints | Consumer Contact | Total Cases |
|---------------------|------------|------------------|-------------|
| Phone               | 198        | 1019             | 1217        |
| Mail                | 2          | 15               | 17          |
| Internet            | 150        | 956              | 1106        |
| Fax                 | 0          | 0                | 0           |
| <b>Total</b>        | <b>350</b> | <b>1987</b>      | <b>2340</b> |

## Cases by Industry

**August 2020**

|   | Complaints<br>Logged | Percentage<br>of Total<br>Complaints* | Consumer<br>Contact Logged | Percentage<br>of Total<br>Consumer<br>Contact* |
|---|----------------------|---------------------------------------|----------------------------|--|
| Electric  | 81                   | 23%                                   | 945                        | 47%  |
| Natural Gas   | 11                   | 3%                                    | 9                          | 0%   |
| Telecommunications  | 0                    | 0%                                    | 481                        | 24%  |
| Lifeline  | 0                    | 0%                                    |                            |  |
| Relay   | 0                    | 0%                                    |                            |  |
| Pay Telephone   | 0                    | 0%                                    |                            |  |
| Water & Wastewater  | 10                   | 3%                                    | 69                         | 3%   |
| Non-certificated Company Cases<br>logged**                      | 0                    | 0%                                    | 483                        | 24%  |
| Telephone Transfer-Connects (Calls<br>Transferred to Utilities) | 117                  | 33%                                   |                            |  |
| E-Transfers   | 36                   | 10%                                   |                            |  |
| Cases Received & Closed by 3 Day<br>Rule                        | 93                   | 27%                                   |                            |  |
| <b>Total</b>  | <b>350</b>           | <b>100%</b>                           | <b>1987</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

**August 2020**

| <b>County</b> | <b>Cases</b> | <b>County</b> | <b>Cases</b> | <b>County</b> | <b>Cases</b> |
|---------------|--------------|---------------|--------------|---------------|--------------|
| N/A           | 15           | Escambia      | 9            | Lafayette     | 0            |
| Alachua       | 1            | Flagler       | 3            | Lake          | 2            |
| Baker         | 0            | Franklin      | 0            | Lee           | 4            |
| Bay           | 7            | Gadsden       | 0            | Leon          | 1            |
| Bradford      | 0            | Gilchrist     | 0            | Levy          | 0            |
| Brevard       | 14           | Glades        | 0            | Liberty       | 0            |
| Broward       | 38           | Gulf          | 4            | Madison       | 0            |
| Calhoun       | 0            | Hamilton      | 0            | Manatee       | 4            |
| Charlotte     | 3            | Hardee        | 0            | Marion        | 0            |
| Citrus        | 5            | Hendry        | 1            | Martin        | 2            |
| Clay          | 0            | Hernando      | 1            | Monroe        | 0            |
| Collier       | 6            | Highlands     | 2            | Nassau        | 4            |
| Columbia      | 1            | Hillsborough  | 17           | Okaloosa      | 3            |
| Dade          | 0            | Holmes        | 0            | Okeechobee    | 1            |
| DeSoto        | 0            | Indian River  | 5            | Orange        | 30           |
| Dixie         | 0            | Jackson       | 0            | Osceola       | 2            |
| Duval         | 0            | Jefferson     | 0            | Palm Beach    | 30           |

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 - August 2020

| <b>Company Name</b>              | <b>Service*</b> | <b>Billing*</b> | <b>Total</b> | <b>Y-T-D</b> |
|----------------------------------|-----------------|-----------------|--------------|--------------|
| Duke Energy                      | 17              | 39              | 56           | 235          |
| Florida Power & Light Company    | 3               | 4               | 7            | 62           |
| Florida Public Utilities Company | 1               | 2               | 3            | 8            |
| Gulf Power Company               | 1               | 1               | 2            | 20           |
| Tampa Electric Company           | 8               | 5               | 13           | 54           |
| <b>TOTALS**</b>                  | <b>30</b>       | <b>51</b>       | <b>81</b>    | <b>379</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 - August 2020

| <b>Company Name</b>                                  | <b>Service*</b> | <b>Billing*</b> | <b>Total</b> | <b>Y-T-D</b> |
|--|-----------------|-----------------|--------------|--------------|
| Florida City Gas                                     | 3               | 1               | 4            | 10           |
| Florida Division of Chesapeake Utilities Corporation | 0               | 0               | 0            | 1            |
| Florida Public Utilities Company                     | 0               | 0               | 0            | 4            |
| Peoples Gas System                                   | 2               | 5               | 7            | 24           |
| St. Joe Natural Gas Company, Inc.                    | 0               | 0               | 0            | 1            |
| <b>TOTALS**</b>                                      | <b>5</b>        | <b>6</b>        | <b>11</b>    | <b>40</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 - August 2020

| <b>Company Name</b>  | <b>Month</b> | <b>Y-T-D</b> |
|----------------------|--------------|--------------|
| CenturyLink          | 0            | 4            |
| Frontier Florida LLC | 0            | 1            |
| <b>TOTALS**</b>      | 0            | 5            |

\*\*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 - August 2020

| 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 - August 2020

| <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 - August 2020

| Company Name                                   | Service* | Billing* | Total | Y-T-D |
|--|----------|----------|-------|-------|
| Central Sumter Utility Company, LLC            | 0        | 0        | 0     | 1     |
| Charlie Creek Utilities, LLC                   | 0        | 0        | 0     | 2     |
| CHC VII, Ltd.                                  | 0        | 0        | 0     | 1     |
| Coral Cay Water & Sewer Company                | 0        | 0        | 0     | 1     |
| Crestridge Utilities, LLC                      | 0        | 0        | 0     | 1     |
| Crooked Lake Park Sewerage Company             | 0        | 0        | 0     | 1     |
| Gator Waterworks, Inc.                         | 0        | 1        | 1     | 2     |
| Grove Land Utilities, LLC                      | 0        | 0        | 0     | 1     |
| Hash Utilities, LLC                            | 0        | 0        | 0     | 1     |
| HC Waterworks, Inc.                            | 0        | 1        | 1     | 3     |
| Heather Hills Utilities, LLC                   | 0        | 0        | 0     | 1     |
| Hometown Canada Utility, Inc.                  | 0        | 0        | 0     | 1     |
| Joyland Water System                           | 0        | 0        | 0     | 1     |
| K W Resort Utilities Corp.                     | 0        | 0        | 0     | 2     |
| Lake Talquin Water Company, Inc.               | 0        | 0        | 0     | 1     |
| Lakeside Waterworks. Inc.                      | 0        | 0        | 0     | 1     |
| Lighthouse Utilities Company, Inc.             | 4        | 0        | 4     | 4     |
| Little Gasparilla Water Utility, Inc.          | 0        | 0        | 0     | 1     |
| LP Waterworks, Inc.                            | 0        | 0        | 0     | 6     |
| Marion Utilities, Inc.                         | 0        | 0        | 0     | 1     |
| Ni Florida, LLC                                | 0        | 0        | 0     | 1     |
| Orange Land Utilities, LLC                     | 0        | 0        | 0     | 1     |
| Park Water Company                             | 0        | 0        | 0     | 3     |
| Peoples Water Service Company of Florida, Inc. | 0        | 0        | 0     | 2     |
| Pluris Wedgefield, LLC                         | 0        | 0        | 0     | 1     |
| Royal Utility Company                          | 0        | 1        | 1     | 2     |
| Seminole Waterworks, Inc.                      | 0        | 1        | 1     | 1     |
| Southlake Utilities, Inc.                      | 0        | 0        | 0     | 2     |
| Southwest Ocala Utility, Inc.                  | 0        | 0        | 0     | 1     |
| Sunny Shores Utilities, LLC                    | 0        | 0        | 0     | 1     |

\*\*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 - August 2020

| <b>Company Name</b>        | <b>Service*</b> | <b>Billing*</b> | <b>Total</b> | <b>Y-T-D</b> |
|----------------------------|-----------------|-----------------|--------------|--------------|
| Sunrise Water, LLC         | 0               | 0               | 0            | 1            |
| The Woods Utility Company  | 0               | 0               | 0            | 1            |
| Utilities, Inc. of Florida | 2               | 0               | 2            | 17           |
| <b>TOTALS**</b>            | <b>6</b>        | <b>4</b>        | <b>10</b>    | <b>67</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.

