



FLORIDA
PUBLIC
SERVICE
COMMISSION

CONSUMER ACTIVITY REPORT

February 2020

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>,
or direct to the following address: 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

February 2020

Complaints Received & Entered into CATS	524
Electric	37
Gas	3
LifeLine	1
Relay	0
Pay Telephone	0
Water/Wastewater	10
Non-certificated Company Complaints Logged	0
Electric	0
Gas	0
Telecommunications	0
Water/Wastewater	0
Telephone Transfer-Connects (Calls Transferred to Utilities)	402
Electric	399
Gas	3
Telecommunications	0
Water/Wastewater	0
E-Transfers (E-mails sent to Utilities from the PSC Web site)	13
Electric	13
Gas	0
Telecommunications	0
Water/Wastewater	0
Cases Received / Closed Under 3 Day Rule	58
Electric	55
Gas	3
Telecommunications	0
Water/Wastewater	0
Consumer Contacts Received & Entered into CATS.	1115
Total New Cases Received & Entered into CATS	1639

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	450	872	1322
Mail	4	8	12
Internet	70	235	305
Fax	0	0	0
Total	524	1115	1639

Cases by Industry

February 2020

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	37	7%	310	28%
Natural Gas	3	1%	16	1%
Telecommunications	1	0%	417	37%
Lifeline	1	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	10	2%	69	6%
Non-certificated Company Cases logged**	0	0%	302	27%
Telephone Transfer-Connects (Calls Transferred to Utilities)	402	77%		
E-Transfers	13	2%		
Cases Received & Closed by 3 Day Rule	58	11%		
Total	524	100%	1115	100%

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

February 2020

County	Cases	County	Cases	County	Cases
N/A	54	Escambia	17	Lafayette	0
Alachua	1	Flagler	7	Lake	7
Baker	1	Franklin	0	Lee	6
Bay	7	Gadsden	0	Leon	0
Bradford	0	Gilchrist	0	Levy	0
Brevard	18	Glades	0	Liberty	0
Broward	60	Gulf	1	Madison	1
Calhoun	0	Hamilton	0	Manatee	5
Charlotte	3	Hardee	0	Marion	9
Citrus	5	Hendry	0	Martin	5
Clay	0	Hernando	1	Monroe	1
Collier	10	Highlands	6	Nassau	0
Columbia	2	Hillsborough	13	Okaloosa	6
Dade	0	Holmes	0	Okeechobee	0
DeSoto	0	Indian River	6	Orange	22
Dixie	0	Jackson	2	Osceola	1
Duval	1	Jefferson	1	Palm Beach	44

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 - February 2020

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	12	9	21	43
Florida Power & Light Company	8	2	10	18
Florida Public Utilities Company	2	0	2	3
Gulf Power Company	1	1	2	3
Tampa Electric Company	2	0	2	4
TOTALS**	25	12	37	71

*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 - February 2020

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	1	1	1
Peoples Gas System	0	2	2	4
TOTALS**	0	3	3	5

*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 - February 2020

Company Name	Month	Y-T-D
CenturyLink	1	4
TOTALS**	1	4

**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 - February 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 - February 2020

Company Name	Service*	Billing*	Total	Y-T-D
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 - February 2020

Company Name	Service*	Billing*	Total	Y-T-D
Central Sumter Utility Company, LLC	0	0	0	1
CHC VII, Ltd.	0	1	1	1
Coral Cay Water & Sewer Company	0	0	0	1
K W Resort Utilities Corp.	0	1	1	1
LP Waterworks, Inc.	0	1	2	2
Marion Utilities, Inc.	0	1	1	1
Ni Florida, LLC	0	1	1	1
Park Water Company	0	1	1	1
Peoples Water Service Company of Florida, Inc.	0	0	0	1
Southlake Utilities, Inc.	0	1	1	2
The Woods Utility Company	0	0	1	1
Utilities, Inc. of Florida	0	1	1	7
TOTALS**	0	8	10	20

**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.

