



FLORIDA
PUBLIC
SERVICE
COMMISSION

CONSUMER ACTIVITY REPORT

December 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
- * Or WRITE to:

Florida Public Service Commission
Office of Consumer Assistance & Outreach
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview

December 2020

Complaints Received & Entered into CATS	512
Electric	25
Gas	3
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	16
Non-certificated Company Complaints Logged	0
Electric	0
Gas	0
Telecommunications	0
Water/Wastewater	0
Telephone Transfer-Connects (Calls Transferred to Utilities)	370
Electric	343
Gas	27
Telecommunications	0
Water/Wastewater	0
E-Transfers (E-mails sent to Utilities from the PSC Web site)	23
Electric	23
Gas	0
Telecommunications	0
Water/Wastewater	0
Cases Received / Closed Under 3 Day Rule	75
Electric	72
Gas	3
Telecommunications	0
Water/Wastewater	0
Consumer Contacts Received & Entered into CATS.	1935
Total New Cases Received & Entered into CATS	2447

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	422	1505	1927
Mail	2	12	14
Internet	88	388	476
Fax	0	30	30
Total	512	1935	2447

Cases by Industry

December 2020

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	25	5%	614	32%
Natural Gas	3	1%	38	2%
Telecommunications	0	0%	639	33%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	16	3%	146	8%
Non-certificated Company Cases logged**	0	0%	497	26%
Telephone Transfer-Connects (Calls Transferred to Utilities)	370	72%		
E-Transfers	23	4%		
Cases Received & Closed by 3 Day Rule	75	15%		
Total	512	100%	1935	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

December 2020

County	Cases	County	Cases	County	Cases
N/A	39	Escambia	34	Lafayette	0
Alachua	0	Flagler	5	Lake	6
Baker	0	Franklin	0	Lee	13
Bay	4	Gadsden	0	Leon	0
Bradford	0	Gilchrist	0	Levy	1
Brevard	40	Glades	0	Liberty	0
Broward	75	Gulf	0	Madison	0
Calhoun	0	Hamilton	0	Manatee	8
Charlotte	5	Hardee	0	Marion	3
Citrus	1	Hendry	0	Martin	7
Clay	0	Hernando	0	Monroe	1
Collier	8	Highlands	1	Nassau	1
Columbia	1	Hillsborough	4	Okaloosa	12
Dade	0	Holmes	3	Okeechobee	2
DeSoto	3	Indian River	5	Orange	17
Dixie	0	Jackson	0	Osceola	1
Duval	0	Jefferson	0	Palm Beach	37

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 - December 2020

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	5	14	19	346
Florida Power & Light Company	0	2	2	108
Florida Public Utilities Company	0	0	0	11
Gulf Power Company	0	3	3	32
Tampa Electric Company	1	0	1	69
TOTALS**	6	19	25	566

*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 - December 2020

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	1	0	1	12
Florida Division of Chesapeake Utilities Corporation	0	0	0	3
Florida Public Utilities Company	0	0	0	8
Peoples Gas System	1	1	2	37
St. Joe Natural Gas Company, Inc.	0	0	0	1
TOTALS**	2	1	3	61

*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 - December 2020

Company Name	Month	Y-T-D
CenturyLink	0	4
Frontier Florida LLC	0	1
TOTALS**	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 - December 2020

Company Name	Month	Y-T-D
Sprint Communications Company Limited Partnership	0	1
TOTALS**	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.

Pay Telephone Complaints

Complaint Activity - December 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 - December 2020

Company Name	Service*	Billing*	Total	Y-T-D
Aquarina Utilities, Inc.	0	0	0	1
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	2	0	2	3
Crestridge Utilities, LLC	0	0	0	1
Crooked Lake Park Sewerage Company	0	0	0	1
Fairmount Utilities, the 2nd, Inc.	0	0	0	1
Gator Waterworks, Inc.	0	0	0	3
Grenelefe Resort Utility, Inc.	0	0	0	1
Grove Land Utilities, LLC	0	0	0	1
Hash Utilities, LLC	0	0	0	1
HC Waterworks, Inc.	0	0	0	4
Heather Hills Utilities, LLC	0	0	0	2
Holiday Gardens Utilities, LLC	0	0	0	3
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
Lake Yale Utilities, LLC	4	0	4	4
Lakeside Waterworks. Inc.	0	0	0	1
Lighthouse Utilities Company, Inc.	0	0	0	4
Little Gasparilla Water Utility, Inc.	0	0	0	1
LP Waterworks, Inc.	0	0	0	7
Marion Utilities, Inc.	0	0	0	1
Ni Florida, LLC	0	1	1	4
North Peninsula Utilities Corporation	0	1	1	1
Okaloosa Waterworks, Inc.	1	0	1	1
Orange Land Utilities, LLC	0	0	0	1
Park Water Company	0	0	0	6

**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 - December 2020

Company Name	Service*	Billing*	Total	Y-T-D
Peoples Water Service Company of Florida, Inc.	0	0	0	4
Pluris Wedgefield, LLC	0	0	0	3
Royal Utility Company	0	0	0	2
RSPI MHC, LLC	5	0	5	5
Seminole Waterworks, Inc.	0	0	0	1
Southlake Utilities, Inc.	0	0	0	2
Southwest Ocala Utility, Inc.	0	0	0	2
Sunny Hills Utility Company	0	0	0	1
Sunny Shores Utilities, LLC	0	0	0	1
Sunrise Water, LLC	0	0	0	1
The Woods Utility Company	0	0	0	2
Utilities, Inc. of Florida	1	1	2	31
TOTALS**	13	3	16	117

**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.