



FLORIDA
PUBLIC
SERVICE
COMMISSION

CONSUMER ACTIVITY REPORT

January 2021

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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

January 2021

Complaints Received & Entered into CATS	441
Electric	45
Gas	6
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	5
Non-certificated Company Complaints Logged	0
Electric	0
Gas	0
Telecommunications	0
Water/Wastewater	0
Telephone Transfer-Connects (Calls Transferred to Utilities)	279
Electric	256
Gas	23
Telecommunications	0
Water/Wastewater	0
E-Transfers (E-mails sent to Utilities from the PSC Web site)	37
Electric	37
Gas	0
Telecommunications	0
Water/Wastewater	0
Cases Received / Closed Under 3 Day Rule	69
Electric	68
Gas	1
Telecommunications	0
Water/Wastewater	0
Consumer Contacts Received & Entered into CATS.	2866
Total New Cases Received & Entered into CATS	3307

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	331	1230	1561
Mail	1	8	9
Internet	109	1624	1733
Fax	0	4	4
Total	441	2866	3307

Cases by Industry

January 2021

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	45	10%	1530	53%
Natural Gas	6	1%	30	1%
Telecommunications	0	0%	443	15%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	5	1%	397	14%
Non-certificated Company Cases logged**	0	0%	466	16%
Telephone Transfer-Connects (Calls Transferred to Utilities)	279	63%		
E-Transfers	37	8%		
Cases Received & Closed by 3 Day Rule	69	16%		
Total	441	100%	2866	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

January 2021

County	Cases	County	Cases	County	Cases
N/A	16	Escambia	19	Lafayette	0
Alachua	0	Flagler	4	Lake	2
Baker	0	Franklin	0	Lee	14
Bay	13	Gadsden	0	Leon	0
Bradford	1	Gilchrist	0	Levy	0
Brevard	16	Glades	0	Liberty	0
Broward	54	Gulf	1	Madison	0
Calhoun	0	Hamilton	0	Manatee	5
Charlotte	3	Hardee	0	Marion	6
Citrus	1	Hendry	0	Martin	4
Clay	0	Hernando	0	Monroe	0
Collier	12	Highlands	0	Nassau	2
Columbia	0	Hillsborough	10	Okaloosa	5
Dade	0	Holmes	0	Okeechobee	3
DeSoto	1	Indian River	7	Orange	9
Dixie	0	Jackson	0	Osceola	1
Duval	0	Jefferson	0	Palm Beach	43

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 - January 2021

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	10	16	26	26
Florida Power & Light Company	2	4	6	6
Florida Public Utilities Company	0	1	1	1
Gulf Power Company	0	10	10	10
Tampa Electric Company	2	0	2	2
TOTALS**	14	31	45	45

*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 - January 2021

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	1	0	1	1
Florida Public Utilities Company	0	1	1	1
Peoples Gas System	0	4	4	4
TOTALS**	1	5	6	6

*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 - January 2021

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 - January 2021

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 - January 2021

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 - January 2021

Company Name	Service*	Billing*	Total	Y-T-D
Beaches Sewer System	0	1	1	1
Coral Cay Water & Sewer Company	1	0	1	1
Pluris Wedgefield, LLC	1	0	1	1
Utilities, Inc. of Florida	1	1	2	2
TOTALS**	3	2	5	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.

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.