



FLORIDA  
PUBLIC  
SERVICE  
COMMISSION

# **CONSUMER ACTIVITY REPORT**

**July 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](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

July 2021

<b>Complaints Received &amp; Entered into CATS</b>	<b>506</b>
Electric	42
Gas	2
LifeLine	1
Relay	0
Pay Telephone	0
Water/Wastewater	9
<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>313</b>
Electric	304
Gas	9
Telecommunications	0
Water/Wastewater	0
<b>E-Transfers (E-mails sent to Utilities from the PSC Web site)</b>	<b>52</b>
Electric	52
Gas	0
Telecommunications	0
Water/Wastewater	0
<b>Cases Received / Closed Under 3 Day Rule</b>	<b>87</b>
Electric	86
Gas	1
Telecommunications	0
Water/Wastewater	0
<b>Consumer Contacts Received &amp; Entered into CATS.</b>	<b>1734</b>
<b>Total New Cases Received &amp; Entered into CATS</b>	<b>2240</b>

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	365	1022	1387
Mail	5	16	21
Internet	136	694	830
Fax	0	2	2
<b>Total</b>	<b>506</b>	<b>1734</b>	<b>2240</b>

## Cases by Industry

**July 2021**

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	42	8%	952	55%
Natural Gas	2	0%	16	1%
Telecommunications	1	0%	265	15%
Lifeline	1	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	9	2%	64	4%
Non-certificated Company Cases logged**	0	0%	437	25%
Telephone Transfer-Connects (Calls Transferred to Utilities)	313	62%		
E-Transfers	52	10%		
Cases Received & Closed by 3 Day Rule	87	17%		
<b>Total</b>	<b>506</b>	<b>100%</b>	<b>1734</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

**July 2021**

<b>County</b>	<b>Cases</b>	<b>County</b>	<b>Cases</b>	<b>County</b>	<b>Cases</b>
N/A	27	Escambia	28	Lafayette	0
Alachua	1	Flagler	4	Lake	4
Baker	0	Franklin	0	Lee	12
Bay	7	Gadsden	0	Leon	0
Bradford	1	Gilchrist	0	Levy	0
Brevard	26	Glades	0	Liberty	0
Broward	62	Gulf	0	Madison	0
Calhoun	0	Hamilton	0	Manatee	16
Charlotte	2	Hardee	0	Marion	2
Citrus	1	Hendry	1	Martin	5
Clay	0	Hernando	1	Monroe	1
Collier	7	Highlands	2	Nassau	4
Columbia	1	Hillsborough	20	Okaloosa	5
Dade	0	Holmes	0	Okeechobee	2
DeSoto	0	Indian River	3	Orange	4
Dixie	0	Jackson	1	Osceola	0
Duval	0	Jefferson	1	Palm Beach	64

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 - July 2021

<b>Company Name</b>	<b>Service*</b>	<b>Billing*</b>	<b>Total</b>	<b>Y-T-D</b>
Duke Energy	16	9	25	131
Florida Power & Light Company	4	3	7	53
Florida Public Utilities Company	0	2	2	20
Gulf Power Company	0	2	2	102
Tampa Electric Company	4	2	6	38
<b>TOTALS**</b>	<b>24</b>	<b>18</b>	<b>42</b>	<b>344</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 - July 2021

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	0	0	9
Florida Division of Chesapeake Utilities Corporation	0	0	0	2
Florida Public Utilities Company	0	0	0	3
Peoples Gas System	0	2	2	15
<b>TOTALS**</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>29</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 - July 2021

<b>Company Name</b>	<b>Month</b>	<b>Y-T-D</b>
CenturyLink	0	1
Phone Club Corporation	1	1
<b>TOTALS**</b>	<b>1</b>	<b>2</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.



**Relay Service Complaints**  
**Complaint Activity - July 2021**

<b>Company Name</b>	<b>Month</b>	<b>Y-T-D</b>
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 - July 2021

<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 - July 2021

Company Name	Service*	Billing*	Total	Y-T-D
Aquarina Utilities, Inc.	0	0	0	2
Beaches Sewer System	0	0	0	1
Citra Highlands Water System LLC	0	1	1	1
Coral Cay Water & Sewer Company	0	0	0	1
Crooked Lake Park Sewerage Company	0	0	0	1
East Marion Utilities, LLC	0	0	0	1
Gator Waterworks, Inc.	0	1	1	2
HC Waterworks, Inc.	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
K W Resort Utilities Corp.	0	1	1	2
Little Gasparilla Water Utility, Inc.	0	0	0	1
Ni Florida, LLC	0	0	0	2
Okaloosa Waterworks, Inc.	0	0	0	1
Orchid Springs Development Corporation	0	0	0	1
Palm Valley Utilities	0	0	0	1
Parkland Utilities, Inc.	0	0	0	1
Peoples Water Service Company of Florida, Inc.	0	1	1	3
Sunny Shores Utilities, LLC	0	0	0	3
Sunrise Water, LLC	0	0	0	2
Sunshine Utilities of Central Florida, Inc.	0	0	0	2
Utilities, Inc. of Florida	0	5	5	14
<b>TOTALS**</b>	<b>0</b>	<b>9</b>	<b>9</b>	<b>44</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.