



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT November 2018

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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 November 2018

Complaints Received & Entered into CATS		740
Electric	32	
Gas	3	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water & Wastewater	17	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		582
Electric	577	
Gas	5	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		45
Electric	45	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		61
Electric	60	
Gas	1	
Telecommunications	0	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		1,335
Total New Cases Received & Entered into CATS		2,075

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	631	1,221	1,852
Mail	3	9	12
Internet	106	105	211
Fax	0	0	0
Totals	740	1,335	2,075

Cases by Industry

November 2018

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	32	4 %	259	19 %
Natural Gas	3	0 %	15	1 %
Telecommunications	0	0 %	664	50 %
Lifeline	0	0 %		
Relay	0	0 %		
Pay Telephone	0	0 %		
Water & Wastewater	17	2 %	58	4 %
Non-certificated Company Cases logged**	0	0 %	339	25 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	582	79 %		
E-Transfers	45	6 %		
Cases Received & Closed by 3 Day Rule	61	8 %		
Total	740	100 %	1,335	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 the PSC.

Complaints Received by County

November 2018



Note: County name not available for 15 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - November 2018

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
DUKE ENERGY	11	15	26	368
FLORIDA POWER & LIGHT COMPANY	0	1	1	142
FLORIDA PUBLIC UTILITIES COMPANY	2	0	2	19
GULF POWER COMPANY	0	0	0	5
TAMPA ELECTRIC COMPANY	2	1	3	86
TOTALS**	15	17	32	620

**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 - November 2018

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	0	0	0	22
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	0	0	1
FLORIDA PUBLIC UTILITIES COMPANY	1	2	3	20
PEOPLES GAS SYSTEM	0	0	0	15
TOTALS**	1	2	3	58

**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 - November 2018

	Month	Year-To-Date
	0	0
AT&T FLORIDA	0	4
CENTURYLINK	0	6
COX FLORIDA TELCOM, L.P.	0	1
FRONTIER COMMUNICATIONS OF THE SOUTH, LLC	0	4
FRONTIER FLORIDA LLC	0	5
NEFCOM	0	1
WINDSTREAM FLORIDA, LLC	0	1
TOTALS*	0	22

**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 - November 2018

	Month	Year-To-Date
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 Companies

Complaint Activity - November 2018

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
	0	0	0	0
TOTALS**	0	0	0	0

**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.*

Water & Wastewater Companies

Complaint Activity - November 2018

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AQUARINA UTILITIES, INC.	0	0	0	1
BLACK BEAR WATERWORKS, INC.	0	0	0	1
BOCILLA UTILITIES, INC.	0	0	0	9
BREVARD WATERWORKS, INC.	1	0	1	2
CAP UTILITIES, LLC	0	0	0	12
CEDAR ACRES INC	0	1	1	2
CENTURY ESTATES UTILITIES, INC.	0	0	0	1
CHC VII, LTD.	0	0	0	2
COL UTILITY SYSTEMS, L.L.C.	1	0	1	2
COUNTRY WALK UTILITIES, INC.	0	0	0	1
DEER CREEK RV GOLF & COUNTRY CLUB, INC.	0	0	0	1
EAST MARION UTILITIES, LLC	0	0	0	27
FIMC HIDEAWAY, INC.	0	0	0	2
HC WATERWORKS, INC.	1	0	1	8
HEATHER HILLS ESTATES UTILITIES, LLC	0	0	0	2
HEATHER HILLS UTILITIES, LLC	0	0	0	1
HOLIDAY GARDENS UTILITIES, LLC	0	0	0	1
LAKE TALQUIN WATER COMPANY, INC.	0	1	1	1
LAKE YALE TREATMENT ASSOCIATES, INC.	0	0	0	1
LIGHTHOUSE UTILITIES COMPANY, INC.	0	0	0	2
MERRITT ISLAND UTILITY COMPANY, INC.	0	0	0	1
NEIGHBORHOOD UTILITIES, INC.	0	0	0	1
NI FLORIDA, LLC	1	0	1	1
NI FLORIDA, LLC	0	0	0	2
NORTH PENINSULA UTILITIES CORPORATION	0	0	0	1
ORANGWOOD LAKES SERVICES, INC.	1	0	1	4
ORCHID SPRINGS DEVELOPMENT CORPORATION	0	0	0	1
PARK WATER COMPANY	0	2	2	4
PARKLAND UTILITIES, INC.	0	0	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	3
PLURIS WEDGEFIELD, INC.	0	0	0	25
RIVER RANCH WATER MANAGEMENT, L.L.C.	0	0	0	1
ROLLING OAKS UTILITIES, INC.	0	0	0	1
ROYAL UTILITY COMPANY	2	0	2	2
SEMINOLE WATERWORKS, INC.	0	0	0	2

Water & Wastewater Companies

Complaint Activity - November 2018

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
SOUTHWEST OCALA UTILITY, INC.	1	1	2	3
SUNNY HILLS UTILITY COMPANY	0	1	1	3
SUNNY SHORES WATER CO.	0	0	0	1
SUNRISE UTILITIES, LLC	0	0	0	5
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	4
THE WOODS UTILITY COMPANY	0	0	0	1
TRADEWINDS UTILITIES, INC.	0	0	0	1
TYMBER CREEK UTILITIES, INCORPORATED	0	0	0	2
UTILITIES, INC. OF FLORIDA	1	0	1	6
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	43
UTILITIES, INC. OF FLORIDA	0	0	0	2
UTILITIES, INC. OF FLORIDA	0	0	0	2
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF PENNBROOKE	0	0	0	2
WATER MANAGEMENT SERVICES, INC.	0	2	2	2
WILDWOOD WATER COMPANY	0	0	0	1
TOTALS**	9	8	17	210

**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.*

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 an information request.

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 information requests 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 an information request 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.

Information Request - 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.