

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

ON BEHALF OF COMMISSION STAFF

DIRECT TESTIMONY OF ANGELA L. CALHOUN

DOCKET NO. 20250029-GU

July 14, 2025

Q. Please state your name and address.

A. My name is Angela L. Calhoun. My address is 2540 Shumard Oak Boulevard; Tallahassee, Florida 32399.

Q. By whom are you employed and in what capacity?

A. I am employed by the Florida Public Service Commission (FPSC or Commission) as Chief of the Bureau of Consumer Assistance in the Office of Consumer Assistance & Outreach.

Q. Please give a brief description of your educational background and professional experience.

A. I graduated from Florida State University in 1993 with a Bachelor of Arts degree. I have worked for the Commission for more than 24 years, and I have experience in consumer complaints and consumer outreach. I work in the Bureau of Consumer Assistance within the Office of Consumer Assistance & Outreach where I manage consumer complaints and inquiries.

Q. What is the function of the Bureau of Consumer Assistance?

A. The Bureau's function is to resolve disputes between regulated companies and their customers as quickly, effectively, and inexpensively as possible.

Q. Do all consumers that have a dispute with their regulated company contact the Bureau of Consumer Assistance?

A. No. Consumers may initially file their complaint with the regulated company and

1 reach a resolution without the Bureau's intervention. In fact, consumers are
2 encouraged to allow the regulated company the opportunity to resolve the dispute
3 prior to any Commission involvement.

4 **Q. What is the purpose of your testimony?**

5 A. The purpose of my testimony is to discuss/outline the number of consumer
6 complaints logged with the Commission against Peoples Gas System, Inc.
7 (Peoples Gas) under Rule 25-22.032, Florida Administrative Code (F.A.C.),
8 Consumer Complaints, from June 1, 2023 to June 30, 2025. My testimony will
9 also provide information on the type of complaints logged and those complaints
10 that appear to be rule violations.

11 **Q. What do your records indicate concerning the number of complaints filed for**
12 **Peoples Gas?**

13 A. From June 1, 2023 to June 30, 2025 the Commission logged 132 complaints
14 against Peoples Gas. Of those, 64 were transferred to the company for resolution
15 via Commission's Transfer-Connect (Warm-Transfer) System.

16 **Q. What have been the most common types of complaints logged against Peoples**
17 **Gas during the period of June 1, 2023 to June 30, 2025?**

18 A. During the specified time period, approximately forty-five percent (45%) of the
19 complaints logged with the Commission concerned billing issues, while
20 approximately fifty-five percent (55%) of the complaints involved quality of
21 service issues.

22 **Q. Do you have any exhibits attached to your testimony?**

23 A. Yes. I am sponsoring ALC-1 and ALC-2, which are listings of consumer
24 complaints logged with the Commission against Peoples Gas under Rule 25-
25 22.032, F.A.C. The complaints listed were received between June 1, 2023 to June

1 30, 2025, and were captured in the Commission's Consumer Activity Tracking
2 System (CATS). Exhibit ALC-1 lists quality of service complaints and Exhibit
3 ALC-2 lists billing complaints. Both exhibits group the complaints by Close Type.

4 **Q. What is a Close Type?**

5 A. A Close Type is an internal categorization code. It is assigned to each complaint
6 once staff completes its investigation, and a proposed resolution is provided to the
7 consumer.

8 **Q. Do you have any additional exhibits?**

9 A. Yes. Exhibit ALC-3 is a listing of complaints resolved as Close Type GI-02,
10 Courtesy Call/Warm Transfer.

11 **Q. Can you explain Close Type GI-02?**

12 A. Yes. Peoples Gas participates in the Commission's Transfer-Connect (Warm-
13 Transfer) System. This system allows the Commission to directly transfer a
14 customer to the company's customer service personnel. Once the call is
15 transferred to Peoples Gas, they provide the customer with a proposed resolution.
16 Customers who are not satisfied with the company's proposed resolution have the
17 option of re-contacting the Commission. While the Commission is able to
18 categorize each of the complaints in the GI-02 category, a specific Close Type is
19 not assigned because the proposed resolution is provided by the company.
20 Consequently, the GI-02 Close Type only allows staff to monitor the number of
21 complaints resolved via the Commission's Transfer-Connect System.

22 **Q. How many of the complaints summarized on your exhibit has staff**
23 **determined may be a violation of Commission rules for Peoples Gas?**

24 A. Staff determined that, of the 132 complaints logged against Peoples Gas during
25 the period of June 1, 2023 to June 30, 2025, there was one billing complaint that

1 appears to demonstrate a violation of Commission Rules.

2 **Q. What was the nature of the apparent rule violations?**

3 A. The apparent rule violation was related to a billing error due to a defective meter.

4 **Q. Does that conclude your testimony?**

5 A. Yes.

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Exhibits

Case Number	Enter Date	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1434898E	12/4/2023	S	GI-11	REPAIR SERVICE	FALSE	2/15/2024
1435954G	12/19/2023	S	GI-11	REPAIR SERVICE	FALSE	2/1/2024
1455920G	9/24/2024	S	GI-11	REPAIR SERVICE	FALSE	11/8/2024
1458028G	10/22/2024	S	GI-11	REPAIR SERVICE	FALSE	12/2/2024
1460135G	11/25/2024	S	GI-11	REPAIR SERVICE	FALSE	12/18/2024
1462205G	1/6/2025	S	GI-11	REPAIR SERVICE	FALSE	2/10/2025

Case Number	Enter Date	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1456406G	10/2/2024	S	GI-15	OUTAGES	FALSE	11/15/2024

Case Number	Enter Date	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1439882G	2/26/2024	S	GI-25	IMPROPER BILLING	FALSE	9/11/2024

Case Number	Enter Date	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1425637G	7/25/2023	S	GI-28	IMPROPER DISCONNECT	FALSE	12/4/2023
1441442G	3/25/2024	S	GI-28	IMPROPER DISCONNECT	FALSE	5/14/2024
1453466G	8/19/2024	S	GI-28	IMPROPER DISCONNECT	FALSE	10/15/2024

Case Number	Enter Date	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1423825G	6/23/2023	S	GI-29	DELAY IN CONNECTION	FALSE	8/10/2023
1424556G	7/7/2023	S	GI-29	DELAY IN CONNECTION	FALSE	9/8/2023
1427556G	8/17/2023	S	GI-29	DELAY IN CONNECTION	FALSE	9/26/2023
1431059G	10/4/2023	S	GI-29	DELAY IN CONNECTION	FALSE	12/21/2023
1431169G	10/5/2023	S	GI-29	DELAY IN CONNECTION	FALSE	12/5/2023
1432273G	10/23/2023	S	GI-29	DELAY IN CONNECTION	FALSE	12/6/2023
1457414G	10/15/2024	S	GI-29	DELAY IN CONNECTION	FALSE	12/2/2024
1459906G	11/20/2024	S	GI-29	DELAY IN CONNECTION	FALSE	12/30/2024

Case Number	Enter Date	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1460874G	12/9/2024	S	GI-29	DELAY IN CONNECTION	FALSE	1/27/2025
1461649G	12/19/2024	S	GI-29	DELAY IN CONNECTION	FALSE	2/25/2025
1463173G	1/24/2025	S	GI-29	DELAY IN CONNECTION	FALSE	3/3/2025
1470031G	5/9/2025	S	GI-29	DELAY IN CONNECTION	FALSE	6/13/2025

Case Number	Enter Date	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1442310G	4/9/2024	S	GI-30	QUALITY OF SERVICE	FALSE	5/16/2024
1448907G	6/17/2024	S	GI-30	QUALITY OF SERVICE	FALSE	7/25/2024

Case Number	Enter Date	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1424056G	6/28/2023	S	GI-72	72 HOUR CLOSE OUTS	FALSE	6/30/2023
1429510G	9/15/2023	S	GI-72	72 HOUR CLOSE OUTS	FALSE	9/21/2023
1431436G	10/10/2023	S	GI-72	72 HOUR CLOSE OUTS	FALSE	11/20/2023
1437813G	1/25/2024	S	GI-72	72 HOUR CLOSE OUTS	FALSE	1/30/2024
1443351G	4/23/2024	S	GI-72	72 HOUR CLOSE OUTS	FALSE	4/30/2024
1444437G	5/9/2024	S	GI-72	72 HOUR CLOSE OUTS	FALSE	5/13/2024
1449316G	6/20/2024	S	GI-72	72 HOUR CLOSE OUTS	FALSE	6/24/2024
1455898G	9/23/2024	S	GI-72	72 HOUR CLOSE OUTS	FALSE	9/30/2024
1456022G	9/25/2024	S	GI-72	72 HOUR CLOSE OUTS	FALSE	9/30/2024
1456033G	9/25/2024	S	GI-72	72 HOUR CLOSE OUTS	FALSE	9/30/2024
1467835G	4/1/2025	S	GI-72	72 HOUR CLOSE OUTS	FALSE	4/3/2025

Case Number	Enter Date	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1473343G	6/25/2025	S			FALSE	

Case Number	Enter Date	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1442734G	4/15/2024	B	GB-03	METER NOT RECORDING WITHIN STANDARD	TRUE	6/28/2024
Case Number	Enter Date	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1441316G	3/21/2024	B	GI-08	RULES AND TARIFFS	FALSE	5/3/2024
1460008G	11/21/2024	B	GI-08	RULES AND TARIFFS	FALSE	12/30/2024
Case Number	Enter Date	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1428146G	8/28/2023	B	GI-25	IMPROPER BILLING	FALSE	10/30/2023
1429087G	9/12/2023	B	GI-25	IMPROPER BILLING	FALSE	10/30/2023
1432035G	10/19/2023	B	GI-25	IMPROPER BILLING	FALSE	12/18/2023
1435975G	12/19/2023	B	GI-25	IMPROPER BILLING	FALSE	1/26/2024
1436112G	12/21/2023	B	GI-25	IMPROPER BILLING	FALSE	1/30/2024
1436801G	1/8/2024	B	GI-25	IMPROPER BILLING	FALSE	2/13/2024
1440818G	3/12/2024	B	GI-25	IMPROPER BILLING	FALSE	4/15/2024
1441949G	4/2/2024	B	GI-25	IMPROPER BILLING	FALSE	5/15/2024
1442127G	4/4/2024	B	GI-25	IMPROPER BILLING	FALSE	5/9/2024
1442922G	4/17/2024	B	GI-25	IMPROPER BILLING	FALSE	5/23/2024
1449858G	6/27/2024	B	GI-25	IMPROPER BILLING	FALSE	8/1/2024
1453416G	8/19/2024	B	GI-25	IMPROPER BILLING	FALSE	9/23/2024
1453949G	8/26/2024	B	GI-25	IMPROPER BILLING	FALSE	10/15/2024
1460745G	12/5/2024	B	GI-25	IMPROPER BILLING	FALSE	1/9/2025
1462246G	1/6/2025	B	GI-25	IMPROPER BILLING	FALSE	2/10/2025
1465133G	2/21/2025	B	GI-25	IMPROPER BILLING	FALSE	4/7/2025
1466984G	3/19/2025	B	GI-25	IMPROPER BILLING	FALSE	4/28/2025
1467569G	3/28/2025	B	GI-25	IMPROPER BILLING	FALSE	5/9/2025

Case Number	Enter Date	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1425693G	7/26/2023	B	GI-72	72 HOUR CLOSE OUTS	FALSE	7/28/2023
1445560G	5/23/2024	B	GI-72	72 HOUR CLOSE OUTS	FALSE	5/24/2024
1460600G	12/3/2024	B	GI-72	72 HOUR CLOSE OUTS	FALSE	12/6/2024
1462109G	1/3/2025	B	GI-72	72 HOUR CLOSE OUTS	FALSE	1/8/2025
1468586G	4/14/2025	B	GI-72	72 HOUR CLOSE OUTS	FALSE	4/17/2025
1469494G	4/30/2025	B	GI-72	72 HOUR CLOSE OUTS	FALSE	5/6/2025
1469546G	5/1/2025	B	GI-72	72 HOUR CLOSE OUTS	FALSE	5/6/2025

Case Number	Enter Date	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1459331G	11/12/2024	B	PR-03	DEPOSITS	FALSE	12/26/2024
1468172G	4/7/2025	B	PR-03	DEPOSITS	FALSE	5/22/2025

Case Number	Enter Date	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1473025G	6/23/2025	B				

Case Number	Enter Date	County	SB Type	Issue	Close Type	Close Date
1422588G	6/2/2023	PALM BEACH	S	DELAY IN CONNECTION	GI-02	6/2/2023
1423097G	6/12/2023	VOLUSIA	S	QUALITY OF SERVICE	GI-02	6/12/2023
1423130G	6/12/2023	MIAMI-DADE	S	QUALITY OF SERVICE	GI-02	6/12/2023
1423582G	6/20/2023	MIAMI-DADE	S	QUALITY OF SERVICE	GI-02	6/20/2023
1423810G	6/23/2023		S	QUALITY OF SERVICE	GI-02	6/23/2023
1423933G	6/26/2023	PALM BEACH	S	QUALITY OF SERVICE	GI-02	6/26/2023
1424048G	6/27/2023		S	QUALITY OF SERVICE	GI-02	6/27/2023
1426774E	8/8/2023		S	QUALITY OF SERVICE	GI-02	8/8/2023
1428543G	9/5/2023	LAKE	S	QUALITY OF SERVICE	GI-02	9/5/2023
1428650G	9/6/2023		S	QUALITY OF SERVICE	GI-02	9/6/2023
1430740G	9/29/2023	MIAMI-DADE	S	IMPROPER DISCONNECTS	GI-02	9/29/2023
1430978G	10/3/2023	PINELLAS	S	QUALITY OF SERVICE	GI-02	10/3/2023
1431309E	10/9/2023		S	SAFETY ISSUE	GI-02	10/9/2023
1432660G	10/30/2023		S	QUALITY OF SERVICE	GI-02	10/30/2023
1436914G	1/10/2024	MIAMI-DADE	S	QUALITY OF SERVICE	GI-02	1/10/2024
1437339G	1/17/2024	SARASOTA	S	QUALITY OF SERVICE	GI-02	1/17/2024
1437703G	1/23/2024		S	DELAY IN CONNECTION	GI-02	1/23/2024
1438728G	2/8/2024		S	QUALITY OF SERVICE	GI-02	2/8/2024
1439016G	2/13/2024	DUVAL	S	QUALITY OF SERVICE	GI-02	2/13/2024
1440918G	3/13/2024	MIAMI-DADE	S	QUALITY OF SERVICE	GI-02	3/13/2024
1442455G	4/10/2024	BROWARD	S	DELAY IN CONNECTION	GI-02	4/10/2024
1449601E	6/24/2024	BROWARD	S	QUALITY OF SERVICE	GI-02	6/24/2024
1451780G	7/25/2024		S	DELAY IN CONNECTION	GI-02	7/25/2024
1454046G	8/27/2024	SAINT JOHNS	S	QUALITY OF SERVICE	GI-02	8/27/2024
1456514G	10/2/2024	BROWARD	S	DELAY IN CONNECTION	GI-02	10/2/2024
1458257E	10/25/2024	PINELLAS	S	IMPROPER DISCONNECTS	GI-02	10/25/2024
1458512G	10/29/2024		S	QUALITY OF SERVICE	GI-02	10/29/2024

Case Number	Enter Date	County	SB Type	Issue	Close Type	Close Date
1459317G	11/12/2024	ORANGE	S	SAFETY ISSUE	GI-02	11/12/2024
1459713G	11/18/2024	BROWARD	S	DELAY IN CONNECTION	GI-02	11/18/2024
1460334G	12/2/2024	HILLSBOROUGH	S	QUALITY OF SERVICE	GI-02	12/2/2024
1460910G	12/9/2024	ORANGE	S	QUALITY OF SERVICE	GI-02	12/9/2024
1465349E	2/26/2025	SARASOTA	S	QUALITY OF SERVICE	GI-02	2/26/2025
1469092G	4/21/2025	BROWARD	S	QUALITY OF SERVICE	GI-02	4/21/2025
1472460E	6/17/2025		S	QUALITY OF SERVICE	GI-02	6/17/2025
1472525G	6/17/2025	BROWARD	S	QUALITY OF SERVICE	GI-02	6/17/2025

Case Number	Enter Date	County	SB Type	Issue	Close Type	Close Date
1422808E	6/6/2023		B	PAYMENT ARRANGEMENT	GI-02	6/6/2023
1423473G	6/19/2023	MANATEE	B	IMPROPER BILLS	GI-02	6/19/2023
1423970G	6/27/2023	COLLIER	B	PAYMENT ARRANGEMENT	GI-02	6/27/2023
1424162G	6/29/2023	MIAMI-DADE	B	PAYMENT ARRANGEMENT	GI-02	6/29/2023
1425209G	7/18/2023		B	PAYMENT ARRANGEMENT	GI-02	7/18/2023
1425315G	7/19/2023	MIAMI-DADE	B	PAYMENT ARRANGEMENT	GI-02	7/19/2023
1426411E	8/3/2023		B	IMPROPER BILLS	GI-02	8/3/2023
1428751G	9/7/2023	LAKE	B	IMPROPER BILLS	GI-02	9/7/2023
1429977E	9/21/2023		B	IMPROPER BILLS	GI-02	9/21/2023
1430772G	10/2/2023		B	IMPROPER BILLS	GI-02	10/2/2023
1432224G	10/23/2023		B	IMPROPER BILLS	GI-02	10/23/2023
1439005G	2/13/2024	BROWARD	B	IMPROPER BILLS	GI-02	2/13/2024
1441077G	3/18/2024	ORANGE	B	PAYMENT ARRANGEMENT	GI-02	3/18/2024
1441651G	3/27/2024	HERNANDO	B	IMPROPER BILLS	GI-02	3/27/2024
1442587G	4/12/2024	BROWARD	B	IMPROPER BILLS	GI-02	4/12/2024
1442594G	4/12/2024	BROWARD	B	IMPROPER BILLS	GI-02	4/12/2024
1444372G	5/7/2024		B	IMPROPER BILLS	GI-02	5/7/2024

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List of Warm Transfers

EXH. ALC-3, Page 3 of 3

Case Number	Enter Date	County	SB Type	Issue	Close Type	Close Date
1449484G	6/24/2024		B	IMPROPER BILLS	GI-02	6/24/2024
1455180G	9/12/2024	ORANGE	B	IMPROPER BILLS	GI-02	9/12/2024
1456831G	10/8/2024		B	IMPROPER BILLS	GI-02	10/8/2024
1457523G	10/16/2024	BAY	B	IMPROPER BILLS	GI-02	10/16/2024
1459327G	11/12/2024		B	PAYMENT ARRANGEMENT	GI-02	11/12/2024
1460255G	11/26/2024		B	IMPROPER BILLS	GI-02	11/26/2024
1460347E	12/2/2024		B	IMPROPER BILLS	GI-02	12/2/2024
1460587G	12/3/2024	LEE	B	IMPROPER BILLS	GI-02	12/3/2024
1465104G	2/21/2025	MARION	B	IMPROPER BILLS	GI-02	2/21/2025
1470415G	5/14/2025	MIAMI-DADE	B	PAYMENT ARRANGEMENT	GI-02	5/14/2025
1471251G	5/29/2025		B	IMPROPER BILLS	GI-02	5/29/2025
1472211G	6/13/2025		B	IMPROPER BILLS	GI-02	6/13/2025

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition for rate increase by Peoples Gas
System, Inc.

DOCKET NO. 20250029-GU

DATED: JULY 14, 2025

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of STAFF'S DIRECT TESTIMONY
OF ANGELA L. CALHOUN has been served by electronic mail to the following this 14th day
of July, 2025:

<p>J. Jeffrey Wahlen Malcolm N. Means Virginia Ponder Ausley McMullen Post Office Box 391 Tallahassee, Florida 32302 jwahlen@ausley.com mmeans@ausley.com vponder@ausley.com</p> <p>Paula K. Brown Tampa Electric Company Post Office Box 111 Tampa, Florida 33601 regdept@tecoenergy.com</p>	<p>Walt Trierweiler Charles J. Rehwinkel Office of Public Counsel c/o The Florida Legislature 111 West Madison Street, Suite 812 Tallahassee, Florida 32399-1400 Trierweiler.walt@leg.state.fl.us Rehwinkel.charles@leg.state.fl.us</p> <p>Jon C. Moyle, Jr. Karen A. Putnal Moyle Law Firm, P.A. 118 North Gadsden Street Tallahassee, Florida 32301 jmoyle@moylelaw.com kputnal@moylelaw.com mqualls@moylelaw.com</p>
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/s/ Major Thompson

MAJOR THOMPSON

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