



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT September 2017

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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 September 2017

Complaints Received & Entered into CATS		1,655
Electric	75	
Gas	3	
LifeLine	2	
Relay	0	
Pay Telephone	0	
Water & Wastewater	11	
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)		1,248
Electric	1,243	
Gas	5	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		243
Electric	243	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		73
Electric	73	
Gas	0	
Telecommunications	0	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		2,331
Total New Cases Received & Entered into CATS		3,986

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,295	1,663	2,958
Mail	6	11	17
Internet	354	653	1,007
Fax	0	4	4
Totals	1,655	2,331	3,986

Cases by Industry
September 2017

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	75	5 %	1192	51 %
Natural Gas	3	0 %	17	1 %
Telecommunications	2	0 %	637	27 %
Lifeline	2	0 %		
Relay	0	0 %		
Pay Telephone	0	0 %		
Water & Wastewater	11	1 %	72	3 %
Non-certificated Company Cases logged**	0	0 %	413	18 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	1,248	75 %		
E-Transfers	243	15 %		
Cases Received & Closed by 3 Day Rule	73	4 %		
Total	1,655	100 %	2,331	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

September 2017



Note: County name not available for 44 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - September 2017

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
DUKE ENERGY	19	24	43	192
FLORIDA POWER & LIGHT COMPANY	5	16	21	122
FLORIDA PUBLIC UTILITIES COMPANY	0	2	2	6
GULF POWER COMPANY	0	1	1	3
TAMPA ELECTRIC COMPANY	6	2	8	88
TOTALS**	30	45	75	411

**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 - September 2017

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	0	1	1	11
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	10
PEOPLES GAS SYSTEM	1	0	1	11
TOTALS**	1	2	3	32

**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 - September 2017

	Month	Year-To-Date
AT&T FLORIDA	0	6
CENTURYLINK	1	4
FRONTIER COMMUNICATIONS OF AMERICA, INC.	0	1
FRONTIER FLORIDA LLC	1	8
WINDSTREAM FLORIDA, LLC	0	1
TOTALS*	2	20

**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 - September 2017

	Month	Year-To-Date
	0	0
TOTALS*	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.*

Pay Telephone Companies

Complaint Activity - September 2017

	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 - September 2017

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALTURAS UTILITIES, L.L.C.	0	0	0	1
AQUARINA UTILITIES, INC.	0	0	0	22
BEACHES SEWER SYSTEM	0	0	0	1
BREVARD WATERWORKS, INC.	0	0	0	1
CENTRAL SUMTER UTILITY COMPANY, LLC	0	0	0	1
CHARLIE CREEK UTILITIES, LLC	0	1	1	6
COLONY PARK DEVELOPMENT UTILITIES, LLC	0	0	0	1
CRESTRIDGE UTILITIES, LLC	0	0	0	4
EAST CENTRAL FLORIDA SERVICES, INC.	0	0	0	1
EAST MARION UTILITIES, LLC	3	0	3	4
HARBOR WATERWORKS, INC.	0	0	0	1
HC WATERWORKS, INC.	0	0	0	4
HEATHER HILLS ESTATES UTILITIES, LLC	0	0	0	2
HOLIDAY GARDENS UTILITIES, LLC	0	0	0	3
KINCAID HILLS WATER COMPANY	1	0	1	3
LAKE OSBORNE WATERWORKS, INC.	0	0	0	10
LAKESIDE WATERWORKS. INC.	0	0	0	4
LITTLE GASPARILLA WATER UTILITY, INC.	0	0	0	1
LP WATERWORKS, INC.	0	0	0	1
MOBILE MANOR WATER COMPANY, INC.	0	0	0	2
NI FLORIDA, LLC	0	0	0	3
NI FLORIDA, LLC	0	0	0	1
NORTH BEACH UTILITIES, INC.	0	0	0	1
NORTH PENINSULA UTILITIES CORPORATION	1	0	1	1
ORANGE LAND UTILITIES, LLC	0	0	0	1
ORCHID SPRINGS DEVELOPMENT CORPORATION	0	0	0	1
PARKLAND UTILITIES, INC.	0	0	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	5
PLACID LAKES UTILITIES, INC.	0	0	0	1
PLURIS WEDGEFIELD, INC.	0	0	0	26
RAINTREE WATERWORKS, INC.	0	0	0	1
ROYAL UTILITY COMPANY	0	0	0	2
SOUTHLAKE UTILITIES, INC.	0	0	0	2
ST. JOHN'S RIVER CLUB UTILITY COMPANY, LLC	0	0	0	1
SUNNY SHORES WATER COMPANY, INC.	0	0	0	2

Water & Wastewater Companies

Complaint Activity - September 2017

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
SUNRISE UTILITIES, LLC	1	0	1	14
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	2
THE WOODS UTILITY COMPANY	1	0	1	1
UTILITIES, INC. OF FLORIDA	1	0	1	7
UTILITIES, INC. OF FLORIDA	0	1	1	2
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF LONGWOOD	1	0	1	1
UTILITIES, INC. OF PENNBROOKE	0	0	0	1
WATER MANAGEMENT SERVICES, INC.	0	0	0	2
WILDWOOD WATER COMPANY	0	0	0	1
TOTALS**	9	2	11	154

**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.