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DANIEL PEREZ
*Speaker of the House of
Representatives*

FILED 5/6/2026
DOCUMENT NO. 02652-2026
FPSC - COMMISSION CLERK

May 6, 2026

Adam J. Teitzman, Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Docket No. 20250052-WS - Application for increase in water and wastewater rates in Brevard, Citrus, Duval, Highlands, Marion, and Volusia Counties by CSWR-Florida Utility Operating Company.

Dear Mr. Teitzman:

Please find enclosed for filing in the above referenced docket the Motion and Notice of Intent to Seek Official Recognition. This filing is being made via the Florida Public Service Commission's web-based electronic filing portal in *four separate filings* due to the size of the Exhibits. Each filing is identified by Numbers 1-4.

This filing is **No. 1 of 4, which includes:**

- The Motion and Notice of Intent to Seek Official Recognition
- Exhibit A

If you have any questions or concerns, please do not hesitate to contact me. Thank you for your assistance in this matter.

Respectfully Submitted,

Walt Trierweiler
Public Counsel

/s/ Austin Watrous
Austin Watrous
Associate Public Counsel
Florida Bar No.: 1044249
watrous.austin@leg.state.fl.us

CERTIFICATE OF SERVICE
DOCKET NO. 20250052-WS

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished by electronic mail on this 6th day of May, 2026, to the following:

Daniel Dose
Zachary Bloom
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2540 Shumard Oak Blvd.
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/s/ Austin Watrous
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BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Application for increase in water and wastewater rates in Brevard, Citrus, Duval, Highlands, Marion, and Volusia Counties by CSWR-Florida Utility Operating Company.

DOCKET NO. 20250052-WS

FILED: May 6, 2026

**OFFICE OF PUBLIC COUNSEL’S MOTION AND NOTICE OF INTENT
TO SEEK OFFICIAL RECOGNITION**

Pursuant to Section 120.569(2)(i), Fla. Stat., Sections 90.201 and 90.202, Fla. Stat., as provided for in Rule 28-106.213(6), Florida Administrative Code (“F.A.C.”), and Paragraph VI(H) of Order No. PSC-2025-0457-PCO-WS, the Citizens of the State of Florida, by and through the Office of Public Counsel (“OPC”), respectfully request the Florida Public Service Commission (“Commission”) take official recognition of the following:

Pursuant to Section 90.202(6), Florida Statutes:

Exhibit D: CSWR Customer Correspondence 11.5.2025 to 4.16.2026

Pursuant to Section 90.202(11)-(12), Florida Statutes:

Exhibit A: Consumer Activity Reports Sept 2022 to Feb 2026

Exhibit B: CSWR Annual Reports 2022 to 2024

Exhibit C: CSWR Utilities Annual Reports

Exhibit E: CSWR 2025 Property Tax Invoices

Exhibit F: PSC Long Range Program Plan FY 24-25 to 28-29

Legal Authority

- 1) Pursuant to Section 120.57(1)(j), Florida Statutes, “[f]indings of fact . . . shall be based exclusively on the evidence of record and on matters officially recognized.”
- 2) Pursuant to Section 120.569(2)(i), Florida Statutes, and Rule 28-106.213(6), F.A.C., a party may seek official recognition of matters set forth in Sections 90.201-203, Florida Statutes.

Rule 28-106.213(6), F.A.C., also states that “[r]equests for official recognition shall be by motion.”

- 3) Section 90.202(6), Florida Statutes, provides that a court may take judicial notice of “[r]ecords of any court of this state or of any court of record of the United States or of any state, territory, or jurisdiction of the United States.”
- 4) Section 90.202(11), Florida Statutes, provides that the court may take judicial notice of “[f]acts that are not subject to dispute because they are generally known within the territorial jurisdiction of the court.”
- 5) Section 90.202(12), Florida Statutes, provides that the court may take judicial notice of “[f]acts that are not subject to dispute because they are capable of accurate and ready determination by resort to sources whose accuracy cannot be questioned.”

Argument

- 6) **Exhibit A** contains the Commission’s consumer activity reports from September 2022 through February 2026. The Commission’s consumer activity reports provide data on consumer complaints and inquiries relating to regulated utilities. These reports track complaint types, industry trends, and utility specific data to monitor utility service reliability and customer service performance. These reports are not subject to dispute and are capable of accurate and ready determination from the Commission’s Office of Consumer Assistance. Section 90.202(11)(12), Florida Statutes, allows the Commission to take judicial notice of these reports.
- 7) **Exhibit B** contains CSWR’s Annual Reports provided to the Commission from 2022 through 2024, and **Exhibit C** contains the Annual Reports of CSWR’s systems under prior

ownership going back to 2021. Annual reports are required financial and operational filings submitted to the Commission each year to verify financial stability and review compliance with established regulations. These reports are not subject to dispute and are capable of accurate and ready determination by the owner and previous owners of each utility system. Section 90.202(11)(12), Florida Statutes, allows the Commission to take judicial notice of these reports.

- 8) The written customer comments filed in Florida Public Service Commission Docket No. 20250052-WS (**Exhibit D**) are records of this Commission, and section 90.202(6), Florida Statutes, allows the Commission to take judicial notice of the contents of any court in Florida or the United States.

Since the Commission can only base findings of facts upon evidence in the record or on matters officially recognized, the only way to ensure the Commission's assertion that customer comments will be taken into consideration is to either enter them into evidence or officially recognize the written comments. For the convenience of all parties, OPC has prepared composite **Exhibit D** of the written customer comments filed in this docket. OPC also requests the opportunity to supplement this exhibit notice/motion with all customer comments provided through the closing of the hearing record. OPC respectfully requests that these written customer comments be officially recognized so that the Commission can give each written customer comment consideration.

- 9) **Exhibit E** contains CSWR's Property Tax Invoices from their respective Florida tax jurisdictions. These Ad Valorem and Non-Ad Valorem taxes are levied upon CSWR by Florida tax collectors. These invoices are not subject to dispute and are capable of being accurately and readily determined by the sources whose accuracy cannot be questioned.

Section 90.202(12), Florida Statutes, allows the Commission to take judicial notice such invoices.

- 10) **Exhibit F** is the Florida Public Service Commission's Long Range Program Plan (LRPP). Pursuant to Chapter 216, Florida statutes, the Commission is required to develop long range program plans to achieve state goals. These plans are policy based, priority driven, and developed through careful examination and justifications. The LRPP is not subject to dispute and is capable of accurate and ready determination as it was created by this Commission. Section 90.202(12), Florida Statutes, allows the Commission to take judicial notice of this document.
- 11) OPC respectfully requests that the Commission officially recognize each of these exhibits so that the information within can be relied upon by the Commission when determining reasonable rates in this docket. If the Commission officially recognizes these documents, the Commission would then be able to give each exhibit the weight that it deserves. Without officially recognizing these items, the Commission cannot consider these documents unless they are otherwise admitted into evidence in the record. Officially recognizing these documents will also help to save hearing time that will otherwise be spent determining whether to admit each document.
- 12) This Motion Serves as timely notice to the Commission and all parties of OPC's intent to request official recognition of the records contained in Exhibit A through Exhibit F, in accordance with Paragraph VI(H) of Order No. PSC-2025-0457-PCO-WS.
- 13) OPC consulted with counsel for all parties regarding their position on this motion. CSWR reserves the right to file a response pending review of the motion and documents. Staff takes no position on this motion.

WHEREFORE, OPC requests that the Commission grant this Motion for Official Recognition of Exhibit A through Exhibit F.

Respectfully Submitted,

Walt Trierweiler
Public Counsel
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/s/ Austin Watrous
Austin Watrous
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Tallahassee, FL 32399-1400
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*Attorneys for the Citizens
of the State of Florida*

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DOCKET NO. 20250052-WS

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/s/ Austin Watrous
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CONSUMER ACTIVITY REPORT

February 2026

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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 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
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview

February 2026

Complaints Received & Entered into CATS		815
Electric	94	
Gas	24	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	24	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		391
Electric	374	
Gas	17	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		106
Electric	97	
Gas	9	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		176
Electric	159	
Gas	17	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		611
Total New Cases Received & Entered into CATS		1426

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	430	342	772
Mail	7	3	10
Internet	378	266	644
Fax	0	0	0
Total	815	611	1426

Cases by Industry

February 2026

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	93	11%	221	36%
Natural Gas	24	3%	12	2%
Telecommunications	0	0%	117	19%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	24	3%	72	12%
Non-certificated Company Cases logged**	0	0%	189	31%
Telephone Transfer-Connects (Calls Transferred to Utilities)	391	48%		
E-Transfers	106	13%		
Cases Received & Closed by 3 Day Rule	176	22%		
Total	815	100%	611	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

February 2026

County	Cases	County	Cases	County	Cases	County	Cases
N/A	139	Escambia	26	Lafayette	0	Pasco	13
Alachua	2	Flagler	2	Lake	15	Pinellas	38
Baker	0	Franklin	1	Lee	13	Polk	58
Bay	7	Gadsden	0	Leon	0	Putnam	0
Bradford	3	Gilchrist	0	Levy	0	Saint Johns	7
Brevard	33	Glades	0	Liberty	0	Saint Lucie	8
Broward	54	Gulf	0	Madison	0	Santa Rosa	11
Calhoun	2	Hamilton	0	Manatee	12	Sarasota	14
Charlotte	6	Hardee	0	Marion	10	Seminole	17
Citrus	16	Hendry	0	Martin	12	Sumter	2
Clay	0	Hernando	4	Monroe	1	Suwannee	0
Collier	12	Highlands	5	Nassau	10	Taylor	2
Columbia	1	Hillsborough	48	Okaloosa	5	Union	0
DeSoto	3	Holmes	0	Okeechobee	4	Volusia	25
Dixie	0	Indian River	13	Orange	22	Wakulla	0
Duval	1	Jackson	17	Osceola	1	Walton	0
Miami-Dade	69	Jefferson	1	Palm Beach	46	Washington	2

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 - February 2026

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	13	16	29	73
Florida Power & Light Company	2	12	14	37
Florida Public Utilities Company	0	12	12	22
Tampa Electric Company	24	14	38	44
TOTALS**	39	54	93	176

*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 - February 2026

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	2	2	4	8
Florida Public Utilities Company	6	12	18	27
Peoples Gas System, Inc.	2	0	2	2
St. Joe Natural Gas Company, Inc.	0	0	0	1
TOTALS**	10	14	24	38

*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 - February 2026

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 - February 2026

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 - February 2026

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 - February 2026

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	1	1	1
Cedar Acres Inc	0	1	1	1
Cobblestone II RVG LLC d/b/a River Grove Utility	0	1	1	1
Crestridge Utilities, LLC	0	0	0	1
CSWR-Florida Utility Operating Company, LLC	4	2	6	20
Environmental Protection Systems of Pine Island, Inc.	0	1	1	1
Florida Community Water Systems, Inc.	1	0	1	1
Grenelefe Resort Utility, Inc.	0	1	1	1
Grove Land Utilities, LLC	1	0	1	1
K W Resort Utilities Corp.	1	0	1	1
Mobile Manor Water Company, Inc.	0	0	0	1
NC Real Estate Projects, LLC d/b/a Grenelefe Utility	0	0	0	1
North Florida Community Water Systems, Inc.	1	0	1	2
Orchid Springs Development Corporation	0	0	0	1
Peoples Water Service Company of Florida, Inc.	2	0	2	2
Southwest Ocala Utility, Inc.	0	0	0	1
Sunshine Water Services	1	6	7	11
TOTALS**	11	13	24	48

**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.



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January 2026

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or direct to the following address: contact@psc.state.fl.us
- * Or WRITE to:

Florida Public Service Commission
Office of Consumer Assistance
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview

January 2026

Complaints Received & Entered into CATS		867
Electric	81	
Gas	14	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	25	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		461
Electric	440	
Gas	21	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		100
Electric	92	
Gas	8	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		186
Electric	173	
Gas	13	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		965
Total New Cases Received & Entered into CATS		1832

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	499	366	865
Mail	0	0	0
Internet	368	597	965
Fax	0	2	2
Total	867	965	1832

Cases by Industry

January 2026

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	80	9%	250	26%
Natural Gas	14	2%	20	2%
Telecommunications	0	0%	94	10%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	25	3%	376	39%
Non-certificated Company Cases logged**	0	0%	225	23%
Telephone Transfer-Connects (Calls Transferred to Utilities)	461	53%		
E-Transfers	100	12%		
Cases Received & Closed by 3 Day Rule	186	21%		
Total	867	100%	965	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 2026

County	Cases	County	Cases	County	Cases	County	Cases
N/A	134	Escambia	22	Lafayette	0	Pasco	19
Alachua	3	Flagler	13	Lake	11	Pinellas	46
Baker	1	Franklin	1	Lee	10	Polk	23
Bay	7	Gadsden	0	Leon	0	Putnam	4
Bradford	1	Gilchrist	0	Levy	0	Saint Johns	7
Brevard	54	Glades	0	Liberty	2	Saint Lucie	17
Broward	70	Gulf	1	Madison	1	Santa Rosa	12
Calhoun	2	Hamilton	0	Manatee	14	Sarasota	20
Charlotte	6	Hardee	1	Marion	28	Seminole	30
Citrus	13	Hendry	2	Martin	6	Sumter	0
Clay	0	Hernando	3	Monroe	0	Suwannee	0
Collier	9	Highlands	12	Nassau	5	Taylor	3
Columbia	1	Hillsborough	22	Okaloosa	4	Union	0
DeSoto	1	Holmes	0	Okeechobee	0	Volusia	46
Dixie	0	Indian River	6	Orange	34	Wakulla	1
Duval	1	Jackson	14	Osceola	4	Walton	0
Miami-Dade	62	Jefferson	1	Palm Beach	54	Washington	2

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 2026

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	18	26	44	44
Florida Power & Light Company	8	13	21	21
Florida Public Utilities Company	2	7	9	9
Tampa Electric Company	0	6	6	6
TOTALS**	28	52	80	80

*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 2026

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	1	3	4	4
Florida Public Utilities Company	3	6	9	9
St. Joe Natural Gas Company, Inc.	0	1	1	1
TOTALS**	4	10	14	14

*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 2026

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 2026

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 2026

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 2026

Company Name	Service*	Billing*	Total	Y-T-D
Crestridge Utilities, LLC	1	0	1	1
CSWR-Florida Utility Operating Company, LLC	12	2	14	14
Heather Hills Utilities, LLC	0	1	1	1
Mobile Manor Water Company, Inc.	0	1	1	1
NC Real Estate Projects, LLC d/b/a Grenelefe Utility	0	1	1	1
North Florida Community Water Systems, Inc.	0	1	1	1
Orchid Springs Development Corporation	1	0	1	1
Southwest Ocala Utility, Inc.	1	0	1	1
Sunshine Water Services	1	3	4	4
TOTALS**	16	9	25	25

**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:

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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:

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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.

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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.



CONSUMER ACTIVITY REPORT

December 2025

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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 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
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview

December 2025

Complaints Received & Entered into CATS	983
Electric	75
Gas	41
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	30
Non-certificated Company Complaints Logged	0
Electric	0
Gas	0
Telecommunications	0
Water/Wastewater	0
Telephone Transfer-Connects (Calls Transferred to Utilities)	517
Electric	502
Gas	15
Telecommunications	0
Water/Wastewater	0
E-Transfers (E-mails sent to Utilities from the PSC Web site)	110
Electric	103
Gas	7
Telecommunications	0
Water/Wastewater	0
Cases Received / Closed Under 3 Day Rule	210
Electric	199
Gas	11
Telecommunications	0
Water/Wastewater	0
Consumer Contacts Received & Entered into CATS.	771
Total New Cases Received & Entered into CATS	1754

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	574	424	998
Mail	5	8	13
Internet	404	339	743
Fax	0	0	0
Total	983	771	1754

Cases by Industry

December 2025

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	72	7%	308	40%
Natural Gas	41	4%	17	2%
Telecommunications	0	0%	123	16%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	30	3%	72	9%
Non-certificated Company Cases logged**	0	0%	251	33%
Telephone Transfer-Connects (Calls Transferred to Utilities)	517	53%		
E-Transfers	110	11%		
Cases Received & Closed by 3 Day Rule	210	21%		
Total	983	100%	771	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

December 2025

County	Cases	County	Cases	County	Cases	County	Cases
N/A	186	Escambia	41	Lafayette	0	Pasco	11
Alachua	5	Flagler	9	Lake	14	Pinellas	47
Baker	0	Franklin	1	Lee	18	Polk	44
Bay	10	Gadsden	1	Leon	0	Putnam	3
Bradford	2	Gilchrist	0	Levy	2	Saint Johns	0
Brevard	45	Glades	0	Liberty	0	Saint Lucie	19
Broward	82	Gulf	1	Madison	1	Santa Rosa	7
Calhoun	0	Hamilton	0	Manatee	18	Sarasota	9
Charlotte	9	Hardee	0	Marion	25	Seminole	20
Citrus	9	Hendry	1	Martin	10	Sumter	2
Clay	0	Hernando	0	Monroe	0	Suwannee	0
Collier	7	Highlands	5	Nassau	4	Taylor	2
Columbia	1	Hillsborough	32	Okaloosa	4	Union	1
DeSoto	3	Holmes	0	Okeechobee	1	Volusia	53
Dixie	0	Indian River	11	Orange	31	Wakulla	0
Duval	1	Jackson	19	Osceola	2	Walton	3
Miami-Dade	74	Jefferson	2	Palm Beach	73	Washington	2

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 - December 2025

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	10	23	33	301
Florida Power & Light Company	5	12	17	185
Florida Public Utilities Company	3	10	13	102
Tampa Electric Company	3	6	9	228
TOTALS**	21	51	72	816

*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 - December 2025

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	4	8	12	25
Florida Division of Chesapeake Utilities Corporation	0	1	1	6
Florida Public Utilities Company	3	25	28	161
Florida Public Utilities Company - Indiantown Division	0	0	0	1
Peoples Gas System, Inc.	0	0	0	14
St. Joe Natural Gas Company, Inc.	0	0	0	3
TOTALS**	7	34	41	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.

Lifeline Complaints

Complaint Activity - December 2025

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 - December 2025

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 - December 2025

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 - December 2025

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	0	0	3
Cedar Acres Inc	0	0	0	1
Cobblestone II RVG LLC d/b/a River Grove Utility	0	0	0	1
Consolidated Water Works, Inc.	0	0	0	1
Coral Cay Water & Sewer Company	0	0	0	1
CPI Citrus Park Utility TRS, L.L.C.	0	0	0	1
Crestridge Utilities, LLC	0	0	0	2
CSWR-Florida Utility Operating Company, LLC	16	2	18	80
East Marion Utilities, LLC	0	0	0	1
FIMC Hideaway, Inc.	0	0	0	1
Florida Community Water Systems, Inc.	0	1	1	1
Gold Coast Utility Corp.	1	0	1	2
Grenelefe Resort Utility, Inc.	1	0	1	5
Gulfstream Utility LLC	0	1	1	1
Hash Utilities, LLC	0	0	0	1
HC Waterworks, Inc.	0	0	0	3
Heather Hills Utilities, LLC	0	0	0	2
Holiday Gardens Utilities, LLC	0	0	0	2
K W Resort Utilities Corp.	0	0	0	2
Leighton Estates Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	0	0	1
Marion Utilities, Inc.	0	0	0	1
Mobile Manor Water Company, Inc.	0	0	0	1
NC Real Estate Projects, LLC d/b/a Grenelefe Utility	0	0	0	3
Ni Florida, Inc.	0	0	0	9
North Florida Community Water Systems, Inc.	0	0	0	5
Orange Land Utilities, LLC	0	0	0	6
Orchid Springs Development Corporation	0	0	0	3
Palm Valley Utilities	0	1	1	2
Parkland Utilities, Inc.	0	0	0	61

**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 - Continued

Complaint Activity - December 2025

Company Name	Service*	Billing*	Total	Y-T-D
Peoples Water Service Company of Florida, Inc.	1	0	1	10
Pluris Wedgefield, LLC	0	1	1	5
S. V. Utilities, Ltd.	0	0	0	2
Southwest Ocala Utility, Inc.	0	0	0	4
Sunrise Water, LLC	0	0	0	1
Sunshine Water Services	2	3	5	72
Suwannee Valley Utilities, LLC	0	0	0	1
TOTALS**	21	9	30	299

**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.



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November 2025

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- * Or WRITE to:

Florida Public Service Commission
Office of Consumer Assistance
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview

November 2025

Complaints Received & Entered into CATS	752
Electric	56
Gas	15
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	25
Non-certificated Company Complaints Logged	0
Electric	0
Gas	0
Telecommunications	0
Water/Wastewater	0
Telephone Transfer-Connects (Calls Transferred to Utilities)	430
Electric	413
Gas	17
Telecommunications	0
Water/Wastewater	0
E-Transfers (E-mails sent to Utilities from the PSC Web site)	90
Electric	84
Gas	6
Telecommunications	0
Water/Wastewater	0
Cases Received / Closed Under 3 Day Rule	136
Electric	131
Gas	5
Telecommunications	0
Water/Wastewater	0
Consumer Contacts Received & Entered into CATS.	602
Total New Cases Received & Entered into CATS	1354

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	453	276	729
Mail	1	3	4
Internet	298	323	621
Fax	0	0	0
Total	752	602	1354

Cases by Industry

November 2025

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	56	7%	327	54%
Natural Gas	15	2%	11	2%
Telecommunications	0	0%	97	16%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	25	3%	50	8%
Non-certificated Company Cases logged**	0	0%	117	19%
Telephone Transfer-Connects (Calls Transferred to Utilities)	430	57%		
E-Transfers	90	12%		
Cases Received & Closed by 3 Day Rule	136	18%		
Total	752	100%	602	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

November 2025

County	Cases	County	Cases	County	Cases	County	Cases
N/A	176	Escambia	11	Lafayette	0	Pasco	6
Alachua	2	Flagler	4	Lake	11	Pinellas	30
Baker	1	Franklin	0	Lee	9	Polk	21
Bay	10	Gadsden	0	Leon	0	Putnam	1
Bradford	0	Gilchrist	1	Levy	1	Saint Johns	4
Brevard	25	Glades	0	Liberty	0	Saint Lucie	14
Broward	63	Gulf	0	Madison	0	Santa Rosa	3
Calhoun	3	Hamilton	0	Manatee	5	Sarasota	17
Charlotte	4	Hardee	0	Marion	15	Seminole	25
Citrus	5	Hendry	0	Martin	5	Sumter	1
Clay	0	Hernando	0	Monroe	1	Suwannee	1
Collier	3	Highlands	2	Nassau	11	Taylor	3
Columbia	2	Hillsborough	20	Okaloosa	5	Union	0
DeSoto	2	Holmes	0	Okeechobee	2	Volusia	59
Dixie	0	Indian River	2	Orange	25	Wakulla	0
Duval	0	Jackson	19	Osceola	3	Walton	0
Miami-Dade	71	Jefferson	1	Palm Beach	45	Washington	2

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 - November 2025

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	2	10	12	268
Florida Power & Light Company	4	6	10	167
Florida Public Utilities Company	6	16	22	91
Tampa Electric Company	5	7	12	219
TOTALS**	17	39	56	745

*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 2025

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	1	4	5	13
Florida Division of Chesapeake Utilities Corporation	0	0	0	5
Florida Public Utilities Company	2	8	10	133
Florida Public Utilities Company - Indiantown Division	0	0	0	1
Peoples Gas System, Inc.	0	0	0	14
St. Joe Natural Gas Company, Inc.	0	0	0	3
TOTALS**	3	12	15	169

*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 2025

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 - November 2025

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 - November 2025

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 - November 2025

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	0	0	3
Cedar Acres Inc	0	1	1	1
Cobblestone II RVG LLC d/b/a River Grove Utility	0	0	0	1
Consolidated Water Works, Inc.	0	0	0	1
Coral Cay Water & Sewer Company	0	0	0	1
CPI Citrus Park Utility TRS, L.L.C.	0	0	0	1
Crestridge Utilities, LLC	0	0	0	2
CSWR-Florida Utility Operating Company, LLC	9	1	10	62
East Marion Utilities, LLC	0	0	0	1
FIMC Hideaway, Inc.	0	0	0	1
Gold Coast Utility Corp.	0	0	0	1
Grenelefe Resort Utility, Inc.	1	0	1	4
Hash Utilities, LLC	0	0	0	1
HC Waterworks, Inc.	0	1	1	3
Heather Hills Utilities, LLC	1	0	1	2
Holiday Gardens Utilities, LLC	0	0	0	2
K W Resort Utilities Corp.	0	1	1	2
Leighton Estates Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	0	0	1
Marion Utilities, Inc.	0	0	0	1
Mobile Manor Water Company, Inc.	0	0	0	1
NC Real Estate Projects, LLC d/b/a Grenelefe Utility	0	0	0	3
Ni Florida, Inc.	0	0	0	9
North Florida Community Water Systems, Inc.	0	1	1	5
Orange Land Utilities, LLC	0	0	0	6
Orchid Springs Development Corporation	0	0	0	3
Palm Valley Utilities	0	0	0	1
Parkland Utilities, Inc.	1	0	1	61
Peoples Water Service Company of Florida, Inc.	0	0	0	9
Pluris Wedgefield, LLC	0	0	0	4

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Water & Wastewater Companies - Continued

Complaint Activity - November 2025

Company Name	Service*	Billing*	Total	Y-T-D
S. V. Utilities, Ltd.	0	0	0	2
Southwest Ocala Utility, Inc.	0	0	0	4
Sunrise Water, LLC	0	1	1	2
Sunshine Water Services	4	3	7	67
Suwannee Valley Utilities, LLC	0	0	0	1
TOTALS**	16	9	25	270

**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

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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.

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or direct to the following address: contact@psc.state.fl.us
- * Or WRITE to:

Florida Public Service Commission
Office of Consumer Assistance
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview

October 2025

Complaints Received & Entered into CATS	887
Electric	83
Gas	20
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	26
Non-certificated Company Complaints Logged	0
Electric	0
Gas	0
Telecommunications	0
Water/Wastewater	0
Telephone Transfer-Connects (Calls Transferred to Utilities)	439
Electric	436
Gas	3
Telecommunications	0
Water/Wastewater	0
E-Transfers (E-mails sent to Utilities from the PSC Web site)	116
Electric	110
Gas	6
Telecommunications	0
Water/Wastewater	0
Cases Received / Closed Under 3 Day Rule	203
Electric	199
Gas	4
Telecommunications	0
Water/Wastewater	0
Consumer Contacts Received & Entered into CATS.	2775
Total New Cases Received & Entered into CATS	3662

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	490	604	1094
Mail	3	7	10
Internet	394	2164	2558
Fax	0	0	0
Total	887	2775	3662

Cases by Industry

October 2025

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	81	9%	2279	82%
Natural Gas	20	2%	15	1%
Telecommunications	0	0%	183	7%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	26	3%	76	3%
Non-certificated Company Cases logged**	0	0%	221	8%
Telephone Transfer-Connects (Calls Transferred to Utilities)	439	49%		
E-Transfers	116	13%		
Cases Received & Closed by 3 Day Rule	203	23%		
Total	887	100%	2775	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

October 2025

County	Cases	County	Cases	County	Cases	County	Cases
N/A	170	Escambia	23	Lafayette	0	Pasco	22
Alachua	1	Flagler	3	Lake	11	Pinellas	42
Baker	1	Franklin	3	Lee	9	Polk	37
Bay	12	Gadsden	0	Leon	0	Putnam	1
Bradford	0	Gilchrist	0	Levy	1	Saint Johns	4
Brevard	33	Glades	0	Liberty	0	Saint Lucie	9
Broward	76	Gulf	0	Madison	1	Santa Rosa	8
Calhoun	0	Hamilton	1	Manatee	12	Sarasota	10
Charlotte	9	Hardee	0	Marion	11	Seminole	28
Citrus	9	Hendry	1	Martin	4	Sumter	0
Clay	0	Hernando	2	Monroe	1	Suwannee	0
Collier	9	Highlands	4	Nassau	9	Taylor	0
Columbia	0	Hillsborough	28	Okaloosa	5	Union	0
DeSoto	0	Holmes	0	Okeechobee	4	Volusia	45
Dixie	0	Indian River	5	Orange	50	Wakulla	1
Duval	1	Jackson	3	Osceola	2	Walton	0
Miami-Dade	100	Jefferson	0	Palm Beach	64	Washington	2

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 - October 2025

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	13	29	42	256
Florida Power & Light Company	7	15	22	159
Florida Public Utilities Company	2	2	4	69
Tampa Electric Company	3	10	13	207
TOTALS**	25	56	81	691

*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 - October 2025

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	2	2	8
Florida Division of Chesapeake Utilities Corporation	0	0	0	5
Florida Public Utilities Company	3	14	17	123
Florida Public Utilities Company - Indiantown Division	0	0	0	1
Peoples Gas System, Inc.	0	1	1	14
St. Joe Natural Gas Company, Inc.	0	0	0	3
TOTALS**	3	17	20	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.

Lifeline Complaints

Complaint Activity - October 2025

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 - October 2025

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 - October 2025

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 - October 2025

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	2	2	3
Cobblestone II RVG LLC d/b/a River Grove Utility	0	0	0	1
Consolidated Water Works, Inc.	0	0	0	1
Coral Cay Water & Sewer Company	0	0	0	1
CPI Citrus Park Utility TRS, L.L.C.	1	0	1	1
Crestridge Utilities, LLC	0	0	0	2
CSWR-Florida Utility Operating Company, LLC	4	0	4	52
East Marion Utilities, LLC	0	0	0	1
FIMC Hideaway, Inc.	0	0	0	1
Gold Coast Utility Corp.	0	0	0	1
Grenelefe Resort Utility, Inc.	0	0	0	3
Hash Utilities, LLC	0	0	0	1
HC Waterworks, Inc.	0	0	0	2
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	2
K W Resort Utilities Corp.	0	1	1	1
Leighton Estates Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	0	0	1
Marion Utilities, Inc.	1	0	1	1
Mobile Manor Water Company, Inc.	0	0	0	1
NC Real Estate Projects, LLC d/b/a Grenelefe Utility	1	0	1	3
Ni Florida, Inc.	0	1	1	9
North Florida Community Water Systems, Inc.	0	1	1	4
Orange Land Utilities, LLC	5	0	5	6
Orchid Springs Development Corporation	0	0	0	3
Palm Valley Utilities	0	0	0	1
Parkland Utilities, Inc.	0	0	0	60
Peoples Water Service Company of Florida, Inc.	1	2	3	9
Pluris Wedgefield, LLC	0	1	1	4
S. V. Utilities, Ltd.	0	0	0	2

**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 - Continued

Complaint Activity - October 2025

Company Name	Service*	Billing*	Total	Y-T-D
Southwest Ocala Utility, Inc.	0	0	0	4
Sunrise Water, LLC	0	0	0	1
Sunshine Water Services	2	3	5	60
Suwannee Valley Utilities, LLC	0	0	0	1
TOTALS**	15	11	26	245

**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.



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September 2025

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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 2025

Complaints Received & Entered into CATS		1095
Electric	68	
Gas	22	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	93	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		567
Electric	566	
Gas	1	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		113
Electric	108	
Gas	5	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		232
Electric	226	
Gas	6	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		4229
Total New Cases Received & Entered into CATS		5324

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	627	562	1189
Mail	4	3	7
Internet	463	3664	4127
Fax	1	0	1
Total	1095	4229	5324

Cases by Industry

September 2025

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	67	6%	3633	86%
Natural Gas	22	2%	15	0%
Telecommunications	0	0%	143	3%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	93	8%	186	4%
Non-certificated Company Cases logged**	0	0%	251	6%
Telephone Transfer-Connects (Calls Transferred to Utilities)	567	52%		
E-Transfers	113	10%		
Cases Received & Closed by 3 Day Rule	232	21%		
Total	1095	100%	4229	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

September 2025

County	Cases	County	Cases	County	Cases	County	Cases
N/A	287	Escambia	16	Lafayette	0	Pasco	12
Alachua	0	Flagler	2	Lake	24	Pinellas	37
Baker	0	Franklin	2	Lee	21	Polk	40
Bay	7	Gadsden	0	Leon	0	Putnam	5
Bradford	0	Gilchrist	0	Levy	1	Saint Johns	3
Brevard	32	Glades	0	Liberty	0	Saint Lucie	10
Broward	135	Gulf	2	Madison	1	Santa Rosa	7
Calhoun	0	Hamilton	0	Manatee	12	Sarasota	18
Charlotte	5	Hardee	0	Marion	17	Seminole	27
Citrus	5	Hendry	1	Martin	9	Sumter	1
Clay	0	Hernando	1	Monroe	0	Suwannee	0
Collier	10	Highlands	4	Nassau	7	Taylor	1
Columbia	1	Hillsborough	42	Okaloosa	6	Union	1
DeSoto	6	Holmes	0	Okeechobee	0	Volusia	65
Dixie	0	Indian River	8	Orange	41	Wakulla	0
Duval	1	Jackson	3	Osceola	8	Walton	0
Miami-Dade	93	Jefferson	1	Palm Beach	55	Washington	1

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 - September 2025

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	8	23	31	213
Florida Power & Light Company	5	11	16	136
Florida Public Utilities Company	3	3	6	65
Tampa Electric Company	4	10	14	194
TOTALS**	20	47	67	608

*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 2025

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	1	1	2	7
Florida Division of Chesapeake Utilities Corporation	0	1	1	5
Florida Public Utilities Company	2	17	19	106
Florida Public Utilities Company - Indiantown Division	0	0	0	1
Peoples Gas System, Inc.	0	0	0	13
St. Joe Natural Gas Company, Inc.	0	0	0	3
TOTALS**	3	19	22	135

*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 2025

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 - September 2025

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 - September 2025

Company Name	Service*	Billing*	Total	Y-T-D
TOTALS**	0	0	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>				

Water & Wastewater Companies

Complaint Activity - September 2025

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	0	0	1
Cobblestone II RVG LLC d/b/a River Grove Utility	0	0	0	1
Consolidated Water Works, Inc.	0	0	0	1
Coral Cay Water & Sewer Company	0	0	0	1
Crestridge Utilities, LLC	0	0	0	2
CSWR-Florida Utility Operating Company, LLC	16	0	16	48
East Marion Utilities, LLC	0	0	0	1
FIMC Hideaway, Inc.	0	0	0	1
Gold Coast Utility Corp.	0	0	0	1
Grenelefe Resort Utility, Inc.	0	0	0	3
Hash Utilities, LLC	0	0	0	1
HC Waterworks, Inc.	0	0	0	2
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	1	1	2
Leighton Estates Utilities, LLC	0	1	1	1
LP Waterworks, Inc.	0	0	0	1
Mobile Manor Water Company, Inc.	0	0	0	1
NC Real Estate Projects, LLC d/b/a Grenelefe Utility	0	1	1	2
Ni Florida, Inc.	0	1	1	8
North Florida Community Water Systems, Inc.	0	0	0	3
Orange Land Utilities, LLC	0	0	0	1
Orchid Springs Development Corporation	1	0	1	3
Palm Valley Utilities	0	0	0	1
Parkland Utilities, Inc.	59	0	59	60
Peoples Water Service Company of Florida, Inc.	1	2	3	6
Pluris Wedgefield, LLC	0	2	2	3
S. V. Utilities, Ltd.	0	0	0	2
Southwest Ocala Utility, Inc.	0	2	2	4
Sunrise Water, LLC	0	0	0	1
Sunshine Water Services	0	6	6	55

**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 - Continued

Complaint Activity - September 2025

Company Name	Service*	Billing*	Total	Y-T-D
Suwannee Valley Utilities, LLC	0	0	0	1
TOTALS**	77	16	93	219

**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.

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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.

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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.



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August 2025

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or direct to the following address: contact@psc.state.fl.us
- * Or WRITE to:

Florida Public Service Commission
Office of Consumer Assistance
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview

August 2025

Complaints Received & Entered into CATS	1197
Electric	120
Gas	21
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	27
Non-certificated Company Complaints Logged	0
Electric	0
Gas	0
Telecommunications	0
Water/Wastewater	0
Telephone Transfer-Connects (Calls Transferred to Utilities)	597
Electric	591
Gas	6
Telecommunications	0
Water/Wastewater	0
E-Transfers (E-mails sent to Utilities from the PSC Web site)	180
Electric	177
Gas	3
Telecommunications	0
Water/Wastewater	0
Cases Received / Closed Under 3 Day Rule	252
Electric	246
Gas	6
Telecommunications	0
Water/Wastewater	0
Consumer Contacts Received & Entered into CATS.	2013
Total New Cases Received & Entered into CATS	3210

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	637	634	1271
Mail	4	6	10
Internet	556	1373	1929
Fax	0	0	0
Total	1197	2013	3210

Cases by Industry

August 2025

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	120	10%	1443	72%
Natural Gas	21	2%	24	1%
Telecommunications	0	0%	163	8%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	27	2%	89	4%
Non-certificated Company Cases logged**	0	0%	293	15%
Telephone Transfer-Connects (Calls Transferred to Utilities)	597	50%		
E-Transfers	180	15%		
Cases Received & Closed by 3 Day Rule	252	21%		
Total	1197	100%	2013	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

August 2025

County	Cases	County	Cases	County	Cases	County	Cases
N/A	284	Escambia	17	Lafayette	0	Pasco	12
Alachua	2	Flagler	7	Lake	9	Pinellas	33
Baker	0	Franklin	2	Lee	20	Polk	27
Bay	6	Gadsden	0	Leon	0	Putnam	2
Bradford	0	Gilchrist	0	Levy	1	Saint Johns	4
Brevard	35	Glades	0	Liberty	0	Saint Lucie	16
Broward	73	Gulf	0	Madison	0	Santa Rosa	3
Calhoun	1	Hamilton	0	Manatee	17	Sarasota	17
Charlotte	8	Hardee	0	Marion	24	Seminole	30
Citrus	5	Hendry	2	Martin	9	Sumter	0
Clay	0	Hernando	3	Monroe	0	Suwannee	1
Collier	10	Highlands	1	Nassau	10	Taylor	1
Columbia	0	Hillsborough	103	Okaloosa	8	Union	0
DeSoto	2	Holmes	1	Okeechobee	4	Volusia	54
Dixie	0	Indian River	10	Orange	44	Wakulla	0
Duval	1	Jackson	7	Osceola	4	Walton	0
Miami-Dade	163	Jefferson	0	Palm Beach	104	Washington	0

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 - August 2025

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	13	22	35	183
Florida Power & Light Company	2	20	22	116
Florida Public Utilities Company	6	9	15	59
Tampa Electric Company	31	17	48	180
TOTALS**	52	68	120	538

*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 - August 2025

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	0	0	5
Florida Division of Chesapeake Utilities Corporation	0	1	1	4
Florida Public Utilities Company	4	14	18	87
Florida Public Utilities Company - Indiantown Division	1	0	1	1
Peoples Gas System, Inc.	1	0	1	13
St. Joe Natural Gas Company, Inc.	0	0	0	3
TOTALS**	6	15	21	113

*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 - August 2025

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 - August 2025

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 - August 2025

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 - August 2025

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	0	0	1
Cobblestone II RVG LLC d/b/a River Grove Utility	0	1	1	1
Consolidated Water Works, Inc.	0	0	0	1
Coral Cay Water & Sewer Company	0	0	0	1
Crestridge Utilities, LLC	0	0	0	2
CSWR-Florida Utility Operating Company, LLC	11	5	16	32
East Marion Utilities, LLC	0	0	0	1
FIMC Hideaway, Inc.	0	1	1	1
Gold Coast Utility Corp.	0	0	0	1
Grenelefe Resort Utility, Inc.	0	0	0	3
Hash Utilities, LLC	0	0	0	1
HC Waterworks, Inc.	0	0	0	2
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	0	0	1
Mobile Manor Water Company, Inc.	0	1	1	1
NC Real Estate Projects, LLC d/b/a Grenelefe Utility	0	0	0	1
Ni Florida, Inc.	0	1	1	7
North Florida Community Water Systems, Inc.	0	1	1	3
Orange Land Utilities, LLC	0	0	0	1
Orchid Springs Development Corporation	0	0	0	2
Palm Valley Utilities	0	0	0	1
Parkland Utilities, Inc.	0	0	0	1
Peoples Water Service Company of Florida, Inc.	0	0	0	3
Pluris Wedgefield, LLC	0	0	0	1
S. V. Utilities, Ltd.	0	0	0	2
Southwest Ocala Utility, Inc.	0	1	1	2
Sunrise Water, LLC	0	0	0	1
Sunshine Water Services	2	3	5	49
Suwannee Valley Utilities, LLC	0	0	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.

Water & Wastewater Companies - Continued

Complaint Activity - August 2025

Company Name	Service*	Billing*	Total	Y-T-D
TOTALS**	13	14	27	126

**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.

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A contact that is logged into the PSC's CATS database. A case may be logged in as a complaint or as Consumer Contact.

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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:

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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.

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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.



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July 2025

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- * Or WRITE to:

Florida Public Service Commission
Office of Consumer Assistance
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview

July 2025

Complaints Received & Entered into CATS	986
Electric	114
Gas	14
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	30
Non-certificated Company Complaints Logged	0
Electric	0
Gas	0
Telecommunications	0
Water/Wastewater	0
Telephone Transfer-Connects (Calls Transferred to Utilities)	501
Electric	491
Gas	10
Telecommunications	0
Water/Wastewater	0
E-Transfers (E-mails sent to Utilities from the PSC Web site)	142
Electric	140
Gas	2
Telecommunications	0
Water/Wastewater	0
Cases Received / Closed Under 3 Day Rule	185
Electric	178
Gas	7
Telecommunications	0
Water/Wastewater	0
Consumer Contacts Received & Entered into CATS.	1982
Total New Cases Received & Entered into CATS	2968

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	559	653	1212
Mail	3	17	20
Internet	424	1311	1735
Fax	0	1	1
Total	986	1982	2968

Cases by Industry

July 2025

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	114	12%	1338	68%
Natural Gas	14	1%	36	2%
Telecommunications	0	0%	166	8%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	29	3%	86	4%
Non-certificated Company Cases logged**	0	0%	355	18%
Telephone Transfer-Connects (Calls Transferred to Utilities)	501	51%		
E-Transfers	142	14%		
Cases Received & Closed by 3 Day Rule	185	19%		
Total	986	100%	1982	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

July 2025

County	Cases	County	Cases	County	Cases	County	Cases
N/A	255	Escambia	19	Lafayette	1	Pasco	13
Alachua	2	Flagler	1	Lake	4	Pinellas	43
Baker	0	Franklin	0	Lee	5	Polk	70
Bay	2	Gadsden	0	Leon	0	Putnam	2
Bradford	1	Gilchrist	0	Levy	0	Saint Johns	3
Brevard	28	Glades	0	Liberty	0	Saint Lucie	19
Broward	64	Gulf	0	Madison	2	Santa Rosa	9
Calhoun	1	Hamilton	0	Manatee	11	Sarasota	14
Charlotte	6	Hardee	0	Marion	14	Seminole	41
Citrus	4	Hendry	1	Martin	5	Sumter	2
Clay	1	Hernando	3	Monroe	0	Suwannee	0
Collier	4	Highlands	6	Nassau	6	Taylor	0
Columbia	3	Hillsborough	50	Okaloosa	7	Union	0
DeSoto	7	Holmes	0	Okeechobee	2	Volusia	28
Dixie	0	Indian River	13	Orange	38	Wakulla	0
Duval	0	Jackson	7	Osceola	4	Walton	1
Miami-Dade	98	Jefferson	0	Palm Beach	63	Washington	3

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 2025

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	8	28	36	147
Florida Power & Light Company	2	10	12	96
Florida Public Utilities Company	4	8	12	45
Tampa Electric Company	21	33	54	132
TOTALS**	35	79	114	420

*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 2025

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	2	2	5
Florida Division of Chesapeake Utilities Corporation	0	0	0	3
Florida Public Utilities Company	3	7	10	69
Peoples Gas System, Inc.	0	2	2	12
St. Joe Natural Gas Company, Inc.	0	0	0	3
TOTALS**	3	11	14	92

*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 2025

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 - July 2025

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 - July 2025

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 - July 2025

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	0	0	1
Consolidated Water Works, Inc.	0	0	0	1
Coral Cay Water & Sewer Company	0	0	0	1
Crestridge Utilities, LLC	0	0	0	2
CSWR-Florida Utility Operating Company, LLC	6	2	8	15
East Marion Utilities, LLC	0	0	0	1
Florida Community Water Systems, Inc.	0	0	0	1
Gold Coast Utility Corp.	0	0	0	1
Grenelefe Resort Utility, Inc.	0	0	0	3
Hash Utilities, LLC	0	0	0	1
HC Waterworks, Inc.	0	0	0	2
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	1	1	1
NC Real Estate Projects, LLC d/b/a Grenelefe Utility	0	0	0	1
Ni Florida, Inc.	0	0	0	6
North Florida Community Water Systems, Inc.	0	0	0	2
Orange Land Utilities, LLC	1	0	1	1
Orchid Springs Development Corporation	0	0	0	2
Palm Valley Utilities	1	0	1	1
Parkland Utilities, Inc.	0	0	0	1
Peoples Water Service Company of Florida, Inc.	0	1	1	3
Pluris Wedgefield, LLC	0	0	0	1
S. V. Utilities, Ltd.	0	0	0	2
Southwest Ocala Utility, Inc.	0	1	1	2
Sunrise Water, LLC	0	0	0	1
Sunshine Water Services	1	14	15	44
Suwannee Valley Utilities, LLC	0	0	0	1
Tradewinds Utilities, Inc.	1	0	1	1
TOTALS**	10	19	29	101

**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.



CONSUMER ACTIVITY REPORT

June 2025

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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

June 2025

Complaints Received & Entered into CATS		926
Electric	75	
Gas	25	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	9	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		513
Electric	503	
Gas	10	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		130
Electric	116	
Gas	14	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		174
Electric	169	
Gas	5	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		1367
Total New Cases Received & Entered into CATS		2293

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	556	579	1135
Mail	4	5	9
Internet	366	783	1149
Fax	0	0	0
Total	926	1367	2293

Cases by Industry

June 2025

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	74	8%	806	59%
Natural Gas	25	3%	39	3%
Telecommunications	0	0%	210	15%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	9	1%	72	5%
Non-certificated Company Cases logged**	0	0%	240	18%
Telephone Transfer-Connects (Calls Transferred to Utilities)	513	55%		
E-Transfers	130	14%		
Cases Received & Closed by 3 Day Rule	174	19%		
Total	926	100%	1367	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

June 2025

County	Cases	County	Cases	County	Cases	County	Cases
N/A	235	Escambia	19	Lafayette	0	Pasco	10
Alachua	2	Flagler	8	Lake	6	Pinellas	38
Baker	0	Franklin	1	Lee	9	Polk	36
Bay	3	Gadsden	0	Leon	0	Putnam	3
Bradford	0	Gilchrist	0	Levy	1	Saint Johns	8
Brevard	44	Glades	0	Liberty	0	Saint Lucie	15
Broward	71	Gulf	0	Madison	0	Santa Rosa	5
Calhoun	0	Hamilton	0	Manatee	25	Sarasota	15
Charlotte	7	Hardee	0	Marion	13	Seminole	23
Citrus	8	Hendry	0	Martin	6	Sumter	1
Clay	0	Hernando	2	Monroe	0	Suwannee	1
Collier	8	Highlands	7	Nassau	16	Taylor	0
Columbia	3	Hillsborough	33	Okaloosa	2	Union	0
DeSoto	4	Holmes	0	Okeechobee	1	Volusia	45
Dixie	0	Indian River	6	Orange	38	Wakulla	1
Duval	0	Jackson	6	Osceola	7	Walton	1
Miami-Dade	73	Jefferson	1	Palm Beach	55	Washington	2

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 - June 2025

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	7	18	25	111
Florida Power & Light Company	4	9	13	80
Florida Public Utilities Company	5	9	14	33
Tampa Electric Company	6	16	22	78
TOTALS**	22	52	74	302

*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 - June 2025

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	0	0	2
Florida Division of Chesapeake Utilities Corporation	0	1	1	3
Florida Public Utilities Company	5	17	22	59
Peoples Gas System, Inc.	1	1	2	10
St. Joe Natural Gas Company, Inc.	0	0	0	3
TOTALS**	6	19	25	77

*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 - June 2025

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 - June 2025

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 - June 2025

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 - June 2025

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	0	0	1
Consolidated Water Works, Inc.	0	0	0	1
Coral Cay Water & Sewer Company	0	0	0	1
Crestridge Utilities, LLC	0	2	2	2
CSWR-Florida Utility Operating Company, LLC	1	1	2	7
East Marion Utilities, LLC	0	0	0	1
Florida Community Water Systems, Inc.	0	1	1	1
Gold Coast Utility Corp.	0	0	0	1
Grenelefe Resort Utility, Inc.	0	0	0	3
Hash Utilities, LLC	0	0	0	1
HC Waterworks, Inc.	0	0	0	2
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
NC Real Estate Projects, LLC d/b/a Grenelefe Utility	0	0	0	1
Ni Florida, Inc.	1	0	1	6
North Florida Community Water Systems, Inc.	0	0	0	2
Orchid Springs Development Corporation	0	0	0	2
Parkland Utilities, Inc.	0	0	0	1
Peoples Water Service Company of Florida, Inc.	0	0	0	2
Pluris Wedgefield, LLC	0	1	1	1
S. V. Utilities, Ltd.	0	0	0	2
Southwest Ocala Utility, Inc.	0	0	0	1
Sunrise Water, LLC	0	0	0	1
Sunshine Water Services	2	0	2	29
Suwannee Valley Utilities, LLC	0	0	0	1
TOTALS**	4	5	9	72

**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.

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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.

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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.

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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.



CONSUMER ACTIVITY REPORT

May 2025

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- * 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

May 2025

Complaints Received & Entered into CATS		659
Electric	55	
Gas	11	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	4	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		360
Electric	352	
Gas	8	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		82
Electric	74	
Gas	8	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		147
Electric	136	
Gas	11	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		1114
Total New Cases Received & Entered into CATS		1773

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	386	630	1016
Mail	1	5	6
Internet	272	479	751
Fax	0	0	0
Total	659	1114	1773

Cases by Industry

May 2025

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	55	8%	535	48%
Natural Gas	11	2%	51	5%
Telecommunications	0	0%	184	17%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	4	1%	68	6%
Non-certificated Company Cases logged**	0	0%	276	25%
Telephone Transfer-Connects (Calls Transferred to Utilities)	360	55%		
E-Transfers	82	12%		
Cases Received & Closed by 3 Day Rule	147	22%		
Total	659	100%	1114	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

May 2025

County	Cases	County	Cases	County	Cases	County	Cases
N/A	181	Escambia	17	Lafayette	0	Pasco	11
Alachua	2	Flagler	5	Lake	6	Pinellas	38
Baker	1	Franklin	2	Lee	13	Polk	14
Bay	8	Gadsden	0	Leon	0	Putnam	2
Bradford	0	Gilchrist	0	Levy	0	Saint Johns	2
Brevard	36	Glades	0	Liberty	0	Saint Lucie	14
Broward	41	Gulf	0	Madison	0	Santa Rosa	2
Calhoun	1	Hamilton	1	Manatee	8	Sarasota	14
Charlotte	3	Hardee	0	Marion	4	Seminole	16
Citrus	3	Hendry	1	Martin	2	Sumter	1
Clay	0	Hernando	1	Monroe	0	Suwannee	0
Collier	7	Highlands	0	Nassau	2	Taylor	0
Columbia	3	Hillsborough	18	Okaloosa	9	Union	0
DeSoto	4	Holmes	0	Okeechobee	1	Volusia	25
Dixie	0	Indian River	3	Orange	26	Wakulla	0
Duval	0	Jackson	3	Osceola	2	Walton	0
Miami-Dade	66	Jefferson	0	Palm Beach	39	Washington	1

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 - May 2025

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	11	17	28	87
Florida Power & Light Company	6	3	9	64
Florida Public Utilities Company	0	4	4	19
Tampa Electric Company	7	7	14	56
TOTALS**	24	31	55	226

*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 - May 2025

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	0	0	2
Florida Division of Chesapeake Utilities Corporation	0	1	1	2
Florida Public Utilities Company	4	5	9	37
Peoples Gas System, Inc.	1	0	1	8
St. Joe Natural Gas Company, Inc.	0	0	0	3
TOTALS**	5	6	11	52

*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 - May 2025

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 - May 2025

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 - May 2025

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 - May 2025

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	0	0	1
Consolidated Water Works, Inc.	0	1	1	1
Coral Cay Water & Sewer Company	1	0	1	1
CSWR-Florida Utility Operating Company, LLC	0	0	0	5
East Marion Utilities, LLC	0	1	1	1
Gold Coast Utility Corp.	0	0	0	1
Grenelefe Resort Utility, Inc.	0	0	0	3
Hash Utilities, LLC	0	0	0	1
HC Waterworks, Inc.	0	0	0	2
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	1	1	1
NC Real Estate Projects, LLC d/b/a Grenelefe Utility	0	0	0	1
Ni Florida, Inc.	0	0	0	5
North Florida Community Water Systems, Inc.	0	0	0	2
Orchid Springs Development Corporation	0	0	0	2
Parkland Utilities, Inc.	0	0	0	1
Peoples Water Service Company of Florida, Inc.	0	0	0	2
S. V. Utilities, Ltd.	0	0	0	2
Southwest Ocala Utility, Inc.	0	0	0	1
Sunrise Water, LLC	0	0	0	1
Sunshine Water Services	0	0	0	27
Suwannee Valley Utilities, LLC	0	0	0	1
TOTALS**	1	3	4	63

**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.



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April 2025

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Consumer Access to the FLORIDA PUBLIC SERVICE COMMISSION

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- * 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

April 2025

Complaints Received & Entered into CATS		686
Electric	32	
Gas	9	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	10	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		465
Electric	460	
Gas	5	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		72
Electric	70	
Gas	2	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		98
Electric	94	
Gas	4	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		1072
Total New Cases Received & Entered into CATS		1758

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	496	577	1073
Mail	0	10	10
Internet	190	485	675
Fax	0	0	0
Total	686	1072	1758

Cases by Industry

April 2025

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	32	5%	346	32%
Natural Gas	9	1%	23	2%
Telecommunications	0	0%	192	18%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	10	1%	184	17%
Non-certificated Company Cases logged**	0	0%	327	31%
Telephone Transfer-Connects (Calls Transferred to Utilities)	465	68%		
E-Transfers	72	10%		
Cases Received & Closed by 3 Day Rule	98	14%		
Total	686	100%	1072	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

April 2025

County	Cases	County	Cases	County	Cases	County	Cases
N/A	213	Escambia	30	Lafayette	0	Pasco	7
Alachua	2	Flagler	4	Lake	2	Pinellas	29
Baker	0	Franklin	1	Lee	15	Polk	7
Bay	7	Gadsden	0	Leon	0	Putnam	0
Bradford	0	Gilchrist	0	Levy	0	Saint Johns	7
Brevard	35	Glades	0	Liberty	0	Saint Lucie	11
Broward	50	Gulf	0	Madison	1	Santa Rosa	6
Calhoun	0	Hamilton	1	Manatee	10	Sarasota	16
Charlotte	4	Hardee	0	Marion	7	Seminole	17
Citrus	3	Hendry	3	Martin	8	Sumter	0
Clay	0	Hernando	0	Monroe	0	Suwannee	1
Collier	8	Highlands	3	Nassau	1	Taylor	0
Columbia	1	Hillsborough	14	Okaloosa	3	Union	0
DeSoto	0	Holmes	0	Okeechobee	1	Volusia	28
Dixie	0	Indian River	4	Orange	16	Wakulla	0
Duval	0	Jackson	3	Osceola	4	Walton	0
Miami-Dade	74	Jefferson	0	Palm Beach	27	Washington	1

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 - April 2025

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	4	10	14	59
Florida Power & Light Company	4	7	11	56
Florida Public Utilities Company	0	1	1	15
Tampa Electric Company	4	2	6	42
TOTALS**	12	20	32	172

*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 - April 2025

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	1	0	1	2
Florida Division of Chesapeake Utilities Corporation	0	0	0	1
Florida Public Utilities Company	1	6	7	28
Peoples Gas System, Inc.	0	1	1	7
St. Joe Natural Gas Company, Inc.	0	0	0	3
TOTALS**	2	7	9	41

*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 - April 2025

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 - April 2025

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 - April 2025

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 - April 2025

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	0	0	1
CSWR-Florida Utility Operating Company, LLC	1	0	1	5
Gold Coast Utility Corp.	0	0	0	1
Grenelefe Resort Utility, Inc.	0	0	0	3
Hash Utilities, LLC	1	0	1	1
HC Waterworks, Inc.	0	0	0	2
Heather Hills Utilities, LLC	0	0	0	1
NC Real Estate Projects, LLC d/b/a Grenelefe Utility	0	0	0	1
Ni Florida, Inc.	0	1	1	5
North Florida Community Water Systems, Inc.	1	0	1	2
Orchid Springs Development Corporation	0	2	2	2
Parkland Utilities, Inc.	1	0	1	1
Peoples Water Service Company of Florida, Inc.	0	0	0	2
S. V. Utilities, Ltd.	0	0	0	2
Southwest Ocala Utility, Inc.	1	0	1	1
Sunrise Water, LLC	0	0	0	1
Sunshine Water Services	0	2	2	27
Suwannee Valley Utilities, LLC	0	0	0	1
TOTALS**	5	5	10	59

**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.

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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.

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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.



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- * Or WRITE to:

Florida Public Service Commission
Office of Consumer Assistance & Outreach
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview

March 2025

Complaints Received & Entered into CATS		761
Electric	38	
Gas	11	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	9	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		494
Electric	483	
Gas	11	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		82
Electric	81	
Gas	1	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		127
Electric	123	
Gas	4	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		1452
Total New Cases Received & Entered into CATS		2213

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	515	500	1015
Mail	0	5	5
Internet	246	947	1193
Fax	0	0	0
Total	761	1452	2213

Cases by Industry

March 2025

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	38	5%	846	58%
Natural Gas	11	1%	19	1%
Telecommunications	0	0%	109	8%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	9	1%	183	13%
Non-certificated Company Cases logged**	0	0%	295	20%
Telephone Transfer-Connects (Calls Transferred to Utilities)	494	65%		
E-Transfers	82	11%		
Cases Received & Closed by 3 Day Rule	127	17%		
Total	761	100%	1452	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

March 2025

County	Cases	County	Cases	County	Cases	County	Cases
N/A	223	Escambia	21	Lafayette	0	Pasco	3
Alachua	0	Flagler	4	Lake	3	Pinellas	28
Baker	0	Franklin	1	Lee	19	Polk	15
Bay	16	Gadsden	0	Leon	0	Putnam	4
Bradford	0	Gilchrist	0	Levy	0	Saint Johns	1
Brevard	42	Glades	0	Liberty	0	Saint Lucie	7
Broward	74	Gulf	0	Madison	0	Santa Rosa	9
Calhoun	0	Hamilton	2	Manatee	14	Sarasota	17
Charlotte	9	Hardee	0	Marion	10	Seminole	14
Citrus	4	Hendry	0	Martin	4	Sumter	1
Clay	0	Hernando	2	Monroe	0	Suwannee	1
Collier	12	Highlands	7	Nassau	5	Taylor	0
Columbia	1	Hillsborough	10	Okaloosa	5	Union	0
DeSoto	1	Holmes	0	Okeechobee	0	Volusia	30
Dixie	0	Indian River	7	Orange	20	Wakulla	2
Duval	0	Jackson	1	Osceola	4	Walton	0
Miami-Dade	65	Jefferson	2	Palm Beach	39	Washington	1

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 - March 2025

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	6	10	16	45
Florida Power & Light Company	9	1	10	43
Florida Public Utilities Company	1	4	5	15
Tampa Electric Company	4	3	7	36
TOTALS**	20	18	38	139

*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 - March 2025

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	0	0	1
Florida Division of Chesapeake Utilities Corporation	0	1	1	1
Florida Public Utilities Company	0	8	8	20
Peoples Gas System, Inc.	0	2	2	6
St. Joe Natural Gas Company, Inc.	0	0	0	3
TOTALS**	0	11	11	31

*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 - March 2025

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 - March 2025

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 - March 2025

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 - March 2025

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	0	0	1
CSWR-Florida Utility Operating Company, LLC	1	0	1	4
Gold Coast Utility Corp.	0	0	0	1
Grenelefe Resort Utility, Inc.	0	3	3	3
HC Waterworks, Inc.	0	1	1	2
Heather Hills Utilities, LLC	0	0	0	1
NC Real Estate Projects, LLC d/b/a Grenelefe Utility	0	0	0	1
Ni Florida, Inc.	0	0	0	4
North Florida Community Water Systems, Inc.	1	0	1	1
Peoples Water Service Company of Florida, Inc.	0	0	0	2
S. V. Utilities, Ltd.	0	0	0	2
Sunrise Water, LLC	0	0	0	1
Sunshine Water Services	1	2	3	25
Suwannee Valley Utilities, LLC	0	0	0	1
TOTALS**	3	6	9	49

**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.

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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.

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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.

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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.

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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.



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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

February 2025

Complaints Received & Entered into CATS	826
Electric	64
Gas	8
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	31
Non-certificated Company Complaints Logged	0
Electric	0
Gas	0
Telecommunications	0
Water/Wastewater	0
Telephone Transfer-Connects (Calls Transferred to Utilities)	487
Electric	475
Gas	12
Telecommunications	0
Water/Wastewater	0
E-Transfers (E-mails sent to Utilities from the PSC Web site)	110
Electric	110
Gas	0
Telecommunications	0
Water/Wastewater	0
Cases Received / Closed Under 3 Day Rule	126
Electric	125
Gas	1
Telecommunications	0
Water/Wastewater	0
Consumer Contacts Received & Entered into CATS.	973
Total New Cases Received & Entered into CATS	1799

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	520	549	1069
Mail	4	9	13
Internet	302	415	717
Fax	0	0	0
Total	826	973	1799

Cases by Industry

February 2025

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	63	8%	406	42%
Natural Gas	8	1%	26	3%
Telecommunications	0	0%	127	13%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	31	4%	79	8%
Non-certificated Company Cases logged**	0	0%	335	34%
Telephone Transfer-Connects (Calls Transferred to Utilities)	487	59%		
E-Transfers	110	13%		
Cases Received & Closed by 3 Day Rule	126	15%		
Total	826	100%	973	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

February 2025

County	Cases	County	Cases	County	Cases	County	Cases
N/A	265	Escambia	19	Lafayette	0	Pasco	7
Alachua	0	Flagler	3	Lake	2	Pinellas	35
Baker	0	Franklin	2	Lee	12	Polk	9
Bay	3	Gadsden	0	Leon	0	Putnam	3
Bradford	0	Gilchrist	2	Levy	2	Saint Johns	1
Brevard	28	Glades	0	Liberty	0	Saint Lucie	10
Broward	44	Gulf	3	Madison	0	Santa Rosa	13
Calhoun	0	Hamilton	1	Manatee	13	Sarasota	24
Charlotte	3	Hardee	0	Marion	11	Seminole	40
Citrus	6	Hendry	0	Martin	6	Sumter	0
Clay	0	Hernando	2	Monroe	0	Suwannee	0
Collier	7	Highlands	5	Nassau	5	Taylor	0
Columbia	1	Hillsborough	57	Okaloosa	7	Union	0
DeSoto	0	Holmes	0	Okeechobee	1	Volusia	24
Dixie	0	Indian River	5	Orange	23	Wakulla	1
Duval	0	Jackson	3	Osceola	2	Walton	0
Miami-Dade	48	Jefferson	0	Palm Beach	66	Washington	2

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 - February 2025

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	9	15	24	31
Florida Power & Light Company	2	13	15	29
Florida Public Utilities Company	0	6	6	10
Tampa Electric Company	7	11	18	29
TOTALS**	18	45	63	99

*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 - February 2025

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	0	0	1
Florida Public Utilities Company	0	5	5	12
Peoples Gas System, Inc.	0	1	1	4
St. Joe Natural Gas Company, Inc.	0	2	2	3
TOTALS**	0	8	8	20

*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 - February 2025

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 - February 2025

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 - February 2025

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 - February 2025

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	1	1	1
CSWR-Florida Utility Operating Company, LLC	0	2	2	3
Gold Coast Utility Corp.	0	0	0	1
HC Waterworks, Inc.	1	0	1	1
Heather Hills Utilities, LLC	1	0	1	1
NC Real Estate Projects, LLC d/b/a Grenelefe Utility	1	0	1	1
Ni Florida, Inc.	0	3	3	4
Peoples Water Service Company of Florida, Inc.	0	1	1	2
S. V. Utilities, Ltd.	0	1	1	2
Sunrise Water, LLC	0	0	0	1
Sunshine Water Services	19	1	20	22
Suwannee Valley Utilities, LLC	0	0	0	1
TOTALS**	22	9	31	40

**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.



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January 2025

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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 2025

Complaints Received & Entered into CATS		730
Electric		34
Gas		12
LifeLine		0
Relay		0
Pay Telephone		0
Water/Wastewater		9
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		483
Electric	479	
Gas	4	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		73
Electric	73	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		119
Electric	115	
Gas	4	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		949
Total New Cases Received & Entered into CATS		1679

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	508	583	1091
Mail	3	8	11
Internet	219	358	577
Fax	0	0	0
Total	730	949	1679

Cases by Industry

January 2025

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	31	4%	320	34%
Natural Gas	12	2%	19	2%
Telecommunications	0	0%	150	16%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	9	1%	123	13%
Non-certificated Company Cases logged**	0	0%	336	35%
Telephone Transfer-Connects (Calls Transferred to Utilities)	483	66%		
E-Transfers	73	10%		
Cases Received & Closed by 3 Day Rule	119	16%		
Total	730	100%	949	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 2025

County	Cases	County	Cases	County	Cases	County	Cases
N/A	250	Escambia	27	Lafayette	0	Pasco	13
Alachua	0	Flagler	6	Lake	3	Pinellas	23
Baker	0	Franklin	1	Lee	16	Polk	14
Bay	7	Gadsden	0	Leon	0	Putnam	1
Bradford	0	Gilchrist	0	Levy	0	Saint Johns	4
Brevard	38	Glades	0	Liberty	0	Saint Lucie	19
Broward	47	Gulf	1	Madison	0	Santa Rosa	16
Calhoun	0	Hamilton	0	Manatee	12	Sarasota	23
Charlotte	9	Hardee	0	Marion	5	Seminole	9
Citrus	1	Hendry	0	Martin	5	Sumter	0
Clay	0	Hernando	0	Monroe	0	Suwannee	0
Collier	3	Highlands	1	Nassau	5	Taylor	0
Columbia	1	Hillsborough	17	Okaloosa	8	Union	0
DeSoto	0	Holmes	0	Okeechobee	0	Volusia	34
Dixie	0	Indian River	8	Orange	13	Wakulla	0
Duval	0	Jackson	2	Osceola	1	Walton	0
Miami-Dade	47	Jefferson	2	Palm Beach	34	Washington	3

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 2025

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	2	3	5	5
Florida Power & Light Company	4	7	11	11
Florida Public Utilities Company	0	4	4	4
Tampa Electric Company	7	4	11	11
TOTALS**	13	18	31	31

*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 2025

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	1	1	1
Florida Public Utilities Company	0	7	7	7
Peoples Gas System, Inc.	2	1	3	3
St. Joe Natural Gas Company, Inc.	1	0	1	1
TOTALS**	3	9	12	12

*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 2025

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 2025

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 2025

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 2025

Company Name	Service*	Billing*	Total	Y-T-D
CSWR-Florida Utility Operating Company, LLC	1	0	1	1
Gold Coast Utility Corp.	0	1	1	1
Ni Florida, Inc.	0	1	1	1
Peoples Water Service Company of Florida, Inc.	0	1	1	1
S. V. Utilities, Ltd.	1	0	1	1
Sunrise Water, LLC	1	0	1	1
Sunshine Water Services	0	2	2	2
Suwannee Valley Utilities, LLC	0	1	1	1
TOTALS**	3	6	9	9

**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.

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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.

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A database system that tracks complaints and Consumer Contact filed with the Florida Public Service Commission.

Contact:

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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.



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December 2024

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- * Or WRITE to:

Florida Public Service Commission
Office of Consumer Assistance & Outreach
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview

December 2024

Complaints Received & Entered into CATS		785
Electric	28	
Gas	5	
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	
Telephone Transfer-Connects (Calls Transferred to Utilities)		547
Electric	533	
Gas	14	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		73
Electric	73	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		115
Electric	114	
Gas	1	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		882
Total New Cases Received & Entered into CATS		1667

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	569	625	1194
Mail	0	4	4
Internet	216	253	469
Fax	0	0	0
Total	785	882	1667

Cases by Industry

December 2024

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	27	3%	249	28%
Natural Gas	5	1%	13	1%
Telecommunications	0	0%	157	18%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	17	2%	64	7%
Non-certificated Company Cases logged**	0	0%	399	45%
Telephone Transfer-Connects (Calls Transferred to Utilities)	547	70%		
E-Transfers	73	9%		
Cases Received & Closed by 3 Day Rule	115	15%		
Total	785	100%	882	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

December 2024

County	Cases	County	Cases	County	Cases	County	Cases
N/A	297	Escambia	21	Lafayette	0	Pasco	6
Alachua	1	Flagler	7	Lake	7	Pinellas	38
Baker	0	Franklin	1	Lee	18	Polk	16
Bay	10	Gadsden	0	Leon	0	Putnam	1
Bradford	0	Gilchrist	1	Levy	1	Saint Johns	4
Brevard	20	Glades	0	Liberty	0	Saint Lucie	7
Broward	59	Gulf	0	Madison	0	Santa Rosa	7
Calhoun	0	Hamilton	0	Manatee	12	Sarasota	14
Charlotte	6	Hardee	0	Marion	2	Seminole	16
Citrus	5	Hendry	0	Martin	2	Sumter	0
Clay	0	Hernando	0	Monroe	0	Suwannee	0
Collier	12	Highlands	0	Nassau	4	Taylor	1
Columbia	2	Hillsborough	25	Okaloosa	6	Union	0
DeSoto	2	Holmes	1	Okeechobee	3	Volusia	28
Dixie	0	Indian River	8	Orange	18	Wakulla	1
Duval	0	Jackson	0	Osceola	2	Walton	0
Miami-Dade	61	Jefferson	0	Palm Beach	30	Washington	1

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 - December 2024

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	2	6	8	305
Florida Power & Light Company	2	4	6	163
Florida Public Utilities Company	2	2	4	34
Tampa Electric Company	4	5	9	88
TOTALS**	10	17	27	590

*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 - December 2024

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	1	1	1
Florida Public Utilities Company	0	1	1	36
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Peoples Gas System, Inc.	2	1	3	27
Sebring Gas System, Inc.	0	0	0	1
St. Joe Natural Gas Company, Inc.	0	0	0	2
TOTALS**	2	3	5	68

*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 - December 2024

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 - December 2024

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 - December 2024

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 - December 2024

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	0	0	3
Cedar Acres Inc	0	0	0	1
CHC VII, Ltd.	0	0	0	2
Consolidated Water Works	0	1	1	3
Crestridge Utilities, LLC	0	0	0	3
CSWR-Florida Utility Operating Company, LLC	1	0	1	51
FIMC Hideaway, Inc.	0	0	0	1
Florida Community Water Systems, Inc.	0	0	0	19
Gold Coast Utility Corp.	0	1	1	6
Grenelefe Resort Utility, Inc.	1	1	2	6
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	1	0	1	2
Little Gasparilla Water Utility, Inc.	0	0	0	1
McLeod Gardens Utilities, LLC	0	0	0	1
MFL Utility Systems, L.L.C.	0	0	0	1
Ni Florida, Inc.	0	1	1	1
North Florida Community Water Systems, Inc.	0	0	0	4
Orange Land Utilities, LLC	0	0	0	1
Orchid Springs Development Corporation	1	0	1	1
Peoples Water Service Company of Florida, Inc.	1	0	1	9
Pinecrest Utilities, LLC	0	0	0	1
Pluris Wedgefield, LLC	0	0	0	3
Royal Waterworks, Inc.	0	0	0	2
S. V. Utilities, Ltd.	2	0	2	4
Southwest Ocala Utility, Inc.	0	0	0	2
St. Johns River Estates Utilities, LLC	0	0	0	1
Sunny Shores Utilities, LLC	0	0	0	1
Sunrise Water, LLC	0	0	0	2
Sunshine Water Services	1	3	4	21
Suwannee Valley Utilities, LLC	0	1	1	13

**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 - Continued

Complaint Activity - December 2024

Company Name	Service*	Billing*	Total	Y-T-D
Useppa Island Utility, Inc.	0	0	0	2
Vantage Oaks Utility, LLC	0	1	1	1
Water Management Services, Inc.	0	0	0	1
Wildwood Water Company	0	0	0	2
TOTALS**	8	9	17	173

**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.

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A contact that is logged into the PSC's CATS database. A case may be logged in as a complaint or as Consumer Contact.

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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.

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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.



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November 2024

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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 2024

Complaints Received & Entered into CATS	767
Electric	37
Gas	7
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	8
Non-certificated Company Complaints Logged	0
Electric	0
Gas	0
Telecommunications	0
Water/Wastewater	0
Telephone Transfer-Connects (Calls Transferred to Utilities)	524
Electric	515
Gas	9
Telecommunications	0
Water/Wastewater	0
E-Transfers (E-mails sent to Utilities from the PSC Web site)	76
Electric	75
Gas	1
Telecommunications	0
Water/Wastewater	0
Cases Received / Closed Under 3 Day Rule	115
Electric	115
Gas	0
Telecommunications	0
Water/Wastewater	0
Consumer Contacts Received & Entered into CATS.	804
Total New Cases Received & Entered into CATS	1571

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	558	551	1109
Mail	0	5	5
Internet	209	248	457
Fax	0	0	0
Total	767	804	1571

Cases by Industry

November 2024

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	37	5%	286	36%
Natural Gas	7	1%	6	1%
Telecommunications	0	0%	134	17%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	8	1%	51	6%
Non-certificated Company Cases logged**	0	0%	327	41%
Telephone Transfer-Connects (Calls Transferred to Utilities)	524	68%		
E-Transfers	76	10%		
Cases Received & Closed by 3 Day Rule	115	15%		
Total	767	100%	804	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

November 2024

County	Cases	County	Cases	County	Cases	County	Cases
N/A	250	Escambia	11	Lafayette	0	Pasco	4
Alachua	1	Flagler	5	Lake	3	Pinellas	32
Baker	3	Franklin	1	Lee	20	Polk	18
Bay	5	Gadsden	0	Leon	0	Putnam	7
Bradford	0	Gilchrist	0	Levy	0	Saint Johns	8
Brevard	30	Glades	0	Liberty	0	Saint Lucie	11
Broward	57	Gulf	0	Madison	0	Santa Rosa	6
Calhoun	0	Hamilton	0	Manatee	14	Sarasota	25
Charlotte	7	Hardee	0	Marion	9	Seminole	14
Citrus	5	Hendry	1	Martin	2	Sumter	0
Clay	0	Hernando	0	Monroe	0	Suwannee	2
Collier	16	Highlands	0	Nassau	0	Taylor	2
Columbia	2	Hillsborough	29	Okaloosa	8	Union	0
DeSoto	1	Holmes	0	Okeechobee	1	Volusia	27
Dixie	0	Indian River	8	Orange	20	Wakulla	0
Duval	0	Jackson	0	Osceola	6	Walton	0
Miami-Dade	55	Jefferson	0	Palm Beach	41	Washington	0

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 - November 2024

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	7	18	25	297
Florida Power & Light Company	4	3	7	157
Florida Public Utilities Company	0	0	0	30
Tampa Electric Company	2	3	5	79
TOTALS**	13	24	37	563

*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 2024

Company Name	Service*	Billing*	Total	Y-T-D
Florida Public Utilities Company	1	2	3	35
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Peoples Gas System, Inc.	2	2	4	24
Sebring Gas System, Inc.	0	0	0	1
St. Joe Natural Gas Company, Inc.	0	0	0	2
TOTALS**	3	4	7	63

*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 2024

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 - November 2024

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 - November 2024

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 - November 2024

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	0	0	3
Cedar Acres Inc	0	0	0	1
CHC VII, Ltd.	0	0	0	2
Consolidated Water Works	0	0	0	2
Crestridge Utilities, LLC	1	0	1	3
CSWR-Florida Utility Operating Company, LLC	0	0	0	50
FIMC Hideaway, Inc.	0	0	0	1
Florida Community Water Systems, Inc.	0	0	0	19
Gold Coast Utility Corp.	0	0	0	5
Grenelefe Resort Utility, Inc.	0	0	0	4
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
Little Gasparilla Water Utility, Inc.	0	1	1	1
McLeod Gardens Utilities, LLC	0	0	0	1
MFL Utility Systems, L.L.C.	0	0	0	1
North Florida Community Water Systems, Inc.	0	0	0	4
Orange Land Utilities, LLC	0	0	0	1
Peoples Water Service Company of Florida, Inc.	0	1	1	8
Pinecrest Utilities, LLC	0	0	0	1
Pluris Wedgefield, LLC	1	0	1	3
Royal Waterworks, Inc.	0	0	0	2
S. V. Utilities, Ltd.	2	0	2	2
Southwest Ocala Utility, Inc.	1	0	1	2
St. Johns River Estates Utilities, LLC	0	0	0	1
Sunny Shores Utilities, LLC	0	0	0	1
Sunrise Water, LLC	0	0	0	2
Sunshine Water Services	1	0	1	18
Suwannee Valley Utilities, LLC	0	0	0	12
Useppa Island Utility, Inc.	0	0	0	2
Water Management Services, Inc.	0	0	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.

Water & Wastewater Companies - Continued

Complaint Activity - November 2024

Company Name	Service*	Billing*	Total	Y-T-D
Wildwood Water Company	0	0	0	2
TOTALS**	6	2	8	157

**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.



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October 2024

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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

October 2024

Complaints Received & Entered into CATS	1085
Electric	37
Gas	6
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	15
Non-certificated Company Complaints Logged	0
Electric	0
Gas	0
Telecommunications	0
Water/Wastewater	0
Telephone Transfer-Connects (Calls Transferred to Utilities)	727
Electric	714
Gas	13
Telecommunications	0
Water/Wastewater	0
E-Transfers (E-mails sent to Utilities from the PSC Web site)	167
Electric	165
Gas	2
Telecommunications	0
Water/Wastewater	0
Cases Received / Closed Under 3 Day Rule	133
Electric	133
Gas	0
Telecommunications	0
Water/Wastewater	0
Consumer Contacts Received & Entered into CATS.	1382
Total New Cases Received & Entered into CATS	2467

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	758	820	1578
Mail	2	9	11
Internet	325	550	875
Fax	0	3	3
Total	1085	1382	2467

Cases by Industry

October 2024

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	37	3%	639	46%
Natural Gas	6	1%	13	1%
Telecommunications	0	0%	156	11%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	15	1%	84	6%
Non-certificated Company Cases logged**	0	0%	490	35%
Telephone Transfer-Connects (Calls Transferred to Utilities)	727	67%		
E-Transfers	167	15%		
Cases Received & Closed by 3 Day Rule	133	12%		
Total	1085	100%	1382	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

October 2024

County	Cases	County	Cases	County	Cases	County	Cases
N/A	304	Escambia	27	Lafayette	0	Pasco	10
Alachua	3	Flagler	11	Lake	13	Pinellas	43
Baker	1	Franklin	1	Lee	26	Polk	12
Bay	12	Gadsden	0	Leon	1	Putnam	2
Bradford	0	Gilchrist	0	Levy	0	Saint Johns	5
Brevard	57	Glades	0	Liberty	0	Saint Lucie	11
Broward	96	Gulf	1	Madison	0	Santa Rosa	10
Calhoun	0	Hamilton	0	Manatee	11	Sarasota	28
Charlotte	18	Hardee	0	Marion	10	Seminole	21
Citrus	2	Hendry	0	Martin	5	Sumter	0
Clay	0	Hernando	1	Monroe	0	Suwannee	0
Collier	33	Highlands	3	Nassau	0	Taylor	0
Columbia	10	Hillsborough	47	Okaloosa	7	Union	0
DeSoto	6	Holmes	1	Okeechobee	1	Volusia	44
Dixie	0	Indian River	7	Orange	27	Wakulla	2
Duval	1	Jackson	5	Osceola	0	Walton	0
Miami-Dade	97	Jefferson	0	Palm Beach	49	Washington	2

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 - October 2024

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	5	7	12	273
Florida Power & Light Company	0	4	4	148
Florida Public Utilities Company	0	3	3	30
Tampa Electric Company	10	8	18	74
TOTALS**	15	22	37	525

*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 - October 2024

Company Name	Service*	Billing*	Total	Y-T-D
Florida Public Utilities Company	1	2	3	33
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Peoples Gas System, Inc.	3	0	3	20
Sebring Gas System, Inc.	0	0	0	1
St. Joe Natural Gas Company, Inc.	0	0	0	2
TOTALS**	4	2	6	57

*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 - October 2024

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 - October 2024

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 - October 2024

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 - October 2024

Company Name	Service*	Billing*	Total	Y-T-D
A Utility Inc.	0	0	0	1
CAP Utilities, LLC	0	1	1	3
Cedar Acres Inc	0	0	0	1
CHC VII, Ltd.	0	0	0	2
Consolidated Water Works	0	1	1	2
Crestridge Utilities, LLC	0	1	1	2
CSWR-Florida Utility Operating Company, LLC	1	2	3	50
FIMC Hideaway, Inc.	0	0	0	1
Florida Community Water Systems, Inc.	0	1	1	19
Gold Coast Utility Corp.	0	0	0	5
Grenelefe Resort Utility, Inc.	0	0	0	4
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
McLeod Gardens Utilities, LLC	0	0	0	1
MFL Utility Systems, L.L.C.	0	0	0	1
North Florida Community Water Systems, Inc.	0	0	0	4
Orange Land Utilities, LLC	0	0	0	1
Peoples Water Service Company of Florida, Inc.	1	0	1	7
Pinecrest Utilities, LLC	0	0	0	1
Pluris Wedgefield, LLC	0	0	0	2
Royal Waterworks, Inc.	0	0	0	2
Southwest Ocala Utility, Inc.	0	0	0	1
St. Johns River Estates Utilities, LLC	0	0	0	1
Sunny Shores Utilities, LLC	0	0	0	1
Sunrise Water, LLC	0	0	0	2
Sunshine Water Services	0	1	1	17
Suwannee Valley Utilities, LLC	4	1	5	12
Useppa Island Utility, Inc.	0	0	0	2
Water Management Services, Inc.	0	1	1	1
Wildwood Water Company	0	0	0	2

**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 - Continued

Complaint Activity - October 2024

Company Name	Service*	Billing*	Total	Y-T-D
TOTALS**	6	9	15	150

**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

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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.

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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.

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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.



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September 2024

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- * Or WRITE to:

Florida Public Service Commission
Office of Consumer Assistance & Outreach
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview

September 2024

Complaints Received & Entered into CATS		850
Electric	45	
Gas	5	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	8	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		546
Electric	538	
Gas	8	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		95
Electric	94	
Gas	1	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		151
Electric	146	
Gas	5	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		962
Total New Cases Received & Entered into CATS		1812

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	575	664	1239
Mail	2	9	11
Internet	273	289	562
Fax	0	0	0
Total	850	962	1812

Cases by Industry

September 2024

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	44	5%	289	30%
Natural Gas	5	1%	10	1%
Telecommunications	0	0%	155	16%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	8	1%	94	10%
Non-certificated Company Cases logged**	0	0%	414	43%
Telephone Transfer-Connects (Calls Transferred to Utilities)	546	64%		
E-Transfers	95	11%		
Cases Received & Closed by 3 Day Rule	151	18%		
Total	850	100%	962	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

September 2024

County	Cases	County	Cases	County	Cases	County	Cases
N/A	255	Escambia	24	Lafayette	0	Pasco	12
Alachua	0	Flagler	5	Lake	2	Pinellas	34
Baker	0	Franklin	0	Lee	8	Polk	9
Bay	11	Gadsden	0	Leon	0	Putnam	4
Bradford	0	Gilchrist	0	Levy	0	Saint Johns	8
Brevard	33	Glades	0	Liberty	0	Saint Lucie	13
Broward	75	Gulf	1	Madison	0	Santa Rosa	9
Calhoun	0	Hamilton	0	Manatee	15	Sarasota	19
Charlotte	9	Hardee	0	Marion	8	Seminole	21
Citrus	3	Hendry	0	Martin	7	Sumter	0
Clay	0	Hernando	1	Monroe	0	Suwannee	0
Collier	5	Highlands	3	Nassau	2	Taylor	0
Columbia	2	Hillsborough	30	Okaloosa	12	Union	0
DeSoto	1	Holmes	1	Okeechobee	1	Volusia	37
Dixie	0	Indian River	7	Orange	16	Wakulla	0
Duval	0	Jackson	3	Osceola	1	Walton	0
Miami-Dade	88	Jefferson	1	Palm Beach	48	Washington	3

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 - September 2024

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	6	12	18	260
Florida Power & Light Company	1	13	14	142
Florida Public Utilities Company	2	3	5	27
Tampa Electric Company	1	6	7	56
TOTALS**	10	34	44	485

*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 2024

Company Name	Service*	Billing*	Total	Y-T-D
Florida Public Utilities Company	1	2	3	30
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Peoples Gas System, Inc.	1	0	1	17
Sebring Gas System, Inc.	0	0	0	1
St. Joe Natural Gas Company, Inc.	0	1	1	2
TOTALS**	2	3	5	51

*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 2024

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 - September 2024

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 - September 2024

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 - September 2024

Company Name	Service*	Billing*	Total	Y-T-D
A Utility Inc.	0	1	1	1
CAP Utilities, LLC	0	0	0	2
Cedar Acres Inc	1	0	1	1
CHC VII, Ltd.	0	0	0	2
Consolidated Water Works	0	0	0	1
Crestridge Utilities, LLC	0	1	1	1
CSWR-Florida Utility Operating Company, LLC	1	1	2	47
FIMC Hideaway, Inc.	0	0	0	1
Florida Community Water Systems, Inc.	0	0	0	18
Gold Coast Utility Corp.	0	0	0	5
Grenelefe Resort Utility, Inc.	0	0	0	4
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
McLeod Gardens Utilities, LLC	0	0	0	1
MFL Utility Systems, L.L.C.	0	0	0	1
North Florida Community Water Systems, Inc.	0	0	0	4
Orange Land Utilities, LLC	0	0	0	1
Peoples Water Service Company of Florida, Inc.	0	0	0	6
Pinecrest Utilities, LLC	0	0	0	1
Pluris Wedgefield, LLC	0	0	0	2
Royal Waterworks, Inc.	0	0	0	2
Southwest Ocala Utility, Inc.	0	0	0	1
St. Johns River Estates Utilities, LLC	0	0	0	1
Sunny Shores Utilities, LLC	0	0	0	1
Sunrise Water, LLC	1	0	1	2
Sunshine Water Services	0	0	0	16
Suwannee Valley Utilities, LLC	1	0	1	7
Useppa Island Utility, Inc.	1	0	1	2
Wildwood Water Company	0	0	0	2
TOTALS**	5	3	8	135

**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.

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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.

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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.



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- * Or WRITE to:

Florida Public Service Commission
Office of Consumer Assistance & Outreach
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview

August 2024

Complaints Received & Entered into CATS		954
Electric	56	
Gas	10	
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	
Telephone Transfer-Connects (Calls Transferred to Utilities)		601
Electric	588	
Gas	12	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		91
Electric	91	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		179
Electric	179	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		1167
Total New Cases Received & Entered into CATS		2121

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	645	830	1475
Mail	3	6	9
Internet	306	331	637
Fax	0	0	0
Total	954	1167	2121

Cases by Industry

August 2024

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	56	6%	358	31%
Natural Gas	10	1%	12	1%
Telecommunications	0	0%	185	16%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	17	2%	66	6%
Non-certificated Company Cases logged**	0	0%	546	47%
Telephone Transfer-Connects (Calls Transferred to Utilities)	601	63%		
E-Transfers	91	10%		
Cases Received & Closed by 3 Day Rule	179	19%		
Total	954	100%	1167	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

August 2024

County	Cases	County	Cases	County	Cases	County	Cases
N/A	331	Escambia	25	Lafayette	0	Pasco	3
Alachua	3	Flagler	3	Lake	4	Pinellas	26
Baker	0	Franklin	1	Lee	25	Polk	16
Bay	18	Gadsden	0	Leon	0	Putnam	0
Bradford	0	Gilchrist	0	Levy	0	Saint Johns	7
Brevard	32	Glades	0	Liberty	0	Saint Lucie	12
Broward	60	Gulf	1	Madison	0	Santa Rosa	9
Calhoun	0	Hamilton	0	Manatee	16	Sarasota	22
Charlotte	9	Hardee	0	Marion	11	Seminole	16
Citrus	9	Hendry	2	Martin	7	Sumter	2
Clay	0	Hernando	1	Monroe	0	Suwannee	0
Collier	14	Highlands	1	Nassau	2	Taylor	0
Columbia	9	Hillsborough	14	Okaloosa	14	Union	0
DeSoto	1	Holmes	0	Okeechobee	1	Volusia	38
Dixie	1	Indian River	10	Orange	14	Wakulla	0
Duval	0	Jackson	3	Osceola	2	Walton	0
Miami-Dade	85	Jefferson	0	Palm Beach	68	Washington	5

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 - August 2024

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	17	13	30	241
Florida Power & Light Company	6	13	19	125
Florida Public Utilities Company	0	4	4	23
Tampa Electric Company	2	1	3	49
TOTALS**	25	31	56	438

*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 - August 2024

Company Name	Service*	Billing*	Total	Y-T-D
Florida Public Utilities Company	3	4	7	26
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Peoples Gas System, Inc.	1	2	3	16
Sebring Gas System, Inc.	0	0	0	1
St. Joe Natural Gas Company, Inc.	0	0	0	1
TOTALS**	4	6	10	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.

Lifeline Complaints

Complaint Activity - August 2024

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 - August 2024

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 - August 2024

Company Name	Service*	Billing*	Total	Y-T-D
TOTALS**	0	0	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>				

Water & Wastewater Companies

Complaint Activity - August 2024

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	1	1	2
CHC VII, Ltd.	0	0	0	2
Consolidated Water Works	0	1	1	1
CSWR-Florida Utility Operating Company, LLC	2	2	4	45
FIMC Hideaway, Inc.	0	0	0	1
Florida Community Water Systems, Inc.	0	0	0	18
Gold Coast Utility Corp.	0	0	0	5
Grenelefe Resort Utility, Inc.	0	0	0	4
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
McLeod Gardens Utilities, LLC	0	0	0	1
MFL Utility Systems, L.L.C.	0	0	0	1
North Florida Community Water Systems, Inc.	0	2	2	4
Orange Land Utilities, LLC	0	0	0	1
Peoples Water Service Company of Florida, Inc.	0	0	0	6
Pinecrest Utilities, LLC	0	0	0	1
Pluris Wedgefield, LLC	0	0	0	2
Royal Waterworks, Inc.	0	0	0	2
Southwest Ocala Utility, Inc.	0	0	0	1
St. Johns River Estates Utilities, LLC	0	0	0	1
Sunny Shores Utilities, LLC	0	0	0	1
Sunrise Water, LLC	0	0	0	1
Sunshine Water Services	1	2	3	16
Suwannee Valley Utilities, LLC	6	0	6	6
Useppa Island Utility, Inc.	0	0	0	1
Wildwood Water Company	0	0	0	2
TOTALS**	9	8	17	127

**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.



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July 2024

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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

July 2024

Complaints Received & Entered into CATS		967
Electric	72	
Gas	4	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	12	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		641
Electric	627	
Gas	13	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		82
Electric	81	
Gas	1	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		156
Electric	156	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		1366
Total New Cases Received & Entered into CATS		2333

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	689	777	1466
Mail	0	6	6
Internet	278	583	861
Fax	0	0	0
Total	967	1366	2333

Cases by Industry

July 2024

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	71	7%	602	44%
Natural Gas	4	0%	17	1%
Telecommunications	0	0%	147	11%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	12	1%	93	7%
Non-certificated Company Cases logged**	0	0%	507	37%
Telephone Transfer-Connects (Calls Transferred to Utilities)	641	66%		
E-Transfers	82	8%		
Cases Received & Closed by 3 Day Rule	156	16%		
Total	967	100%	1366	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

July 2024

County	Cases	County	Cases	County	Cases	County	Cases
N/A	339	Escambia	28	Lafayette	0	Pasco	10
Alachua	1	Flagler	6	Lake	10	Pinellas	27
Baker	0	Franklin	1	Lee	8	Polk	16
Bay	11	Gadsden	0	Leon	0	Putnam	4
Bradford	2	Gilchrist	0	Levy	0	Saint Johns	5
Brevard	36	Glades	0	Liberty	0	Saint Lucie	15
Broward	65	Gulf	0	Madison	0	Santa Rosa	7
Calhoun	0	Hamilton	1	Manatee	20	Sarasota	14
Charlotte	4	Hardee	0	Marion	4	Seminole	35
Citrus	10	Hendry	1	Martin	9	Sumter	0
Clay	0	Hernando	1	Monroe	0	Suwannee	0
Collier	6	Highlands	4	Nassau	2	Taylor	0
Columbia	1	Hillsborough	21	Okaloosa	8	Union	0
Dade	0	Holmes	1	Okeechobee	3	Volusia	57
DeSoto	5	Indian River	12	Orange	22	Wakulla	0
Dixie	0	Jackson	2	Osceola	0	Walton	0
Duval	0	Jefferson	0	Palm Beach	45	Washington	1

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 2024

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	29	18	47	210
Florida Power & Light Company	7	5	12	104
Florida Public Utilities Company	0	3	3	19
Tampa Electric Company	7	2	9	46
TOTALS**	43	28	71	379

*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 2024

Company Name	Service*	Billing*	Total	Y-T-D
Florida Public Utilities Company	2	2	4	19
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Peoples Gas System, Inc.	0	0	0	13
Sebring Gas System, Inc.	0	0	0	1
St. Joe Natural Gas Company, Inc.	0	0	0	1
TOTALS**	2	2	4	35

*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 2024

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 - July 2024

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 - July 2024

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 - July 2024

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	0	0	1
CHC VII, Ltd.	1	0	1	2
CSWR-Florida Utility Operating Company, LLC	0	2	2	41
FIMC Hideaway, Inc.	0	0	0	1
Florida Community Water Systems, Inc.	0	0	0	18
Gold Coast Utility Corp.	0	0	0	5
Grenelefe Resort Utility, Inc.	1	0	1	4
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
McLeod Gardens Utilities, LLC	0	0	0	1
MFL Utility Systems, L.L.C.	0	0	0	1
North Florida Community Water Systems, Inc.	0	0	0	2
Orange Land Utilities, LLC	0	1	1	1
Peoples Water Service Company of Florida, Inc.	3	1	4	6
Pinecrest Utilities, LLC	0	0	0	1
Pluris Wedgefield, LLC	1	0	1	2
Royal Waterworks, Inc.	0	0	0	2
Southwest Ocala Utility, Inc.	1	0	1	1
St. Johns River Estates Utilities, LLC	0	0	0	1
Sunny Shores Utilities, LLC	0	0	0	1
Sunrise Water, LLC	0	0	0	1
Sunshine Water Services	1	0	1	13
Useppa Island Utility, Inc.	0	0	0	1
Wildwood Water Company	0	0	0	2
TOTALS**	8	4	12	110

**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

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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.

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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.

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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.

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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.



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June 2024

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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

June 2024

Complaints Received & Entered into CATS	795
Electric	48
Gas	4
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	14
Non-certificated Company Complaints Logged	0
Electric	0
Gas	0
Telecommunications	0
Water/Wastewater	0
Telephone Transfer-Connects (Calls Transferred to Utilities)	492
Electric	481
Gas	11
Telecommunications	0
Water/Wastewater	0
E-Transfers (E-mails sent to Utilities from the PSC Web site)	75
Electric	72
Gas	3
Telecommunications	0
Water/Wastewater	0
Cases Received / Closed Under 3 Day Rule	162
Electric	160
Gas	2
Telecommunications	0
Water/Wastewater	0
Consumer Contacts Received & Entered into CATS.	2522
Total New Cases Received & Entered into CATS	3317

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	536	688	1224
Mail	5	9	14
Internet	254	1824	2078
Fax	0	1	1
Total	795	2522	3317

Cases by Industry

June 2024

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	48	6%	1893	75%
Natural Gas	4	1%	9	0%
Telecommunications	0	0%	148	6%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	14	2%	55	2%
Non-certificated Company Cases logged**	0	0%	417	17%
Telephone Transfer-Connects (Calls Transferred to Utilities)	492	62%		
E-Transfers	75	9%		
Cases Received & Closed by 3 Day Rule	162	20%		
Total	795	100%	2522	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

June 2024

County	Cases	County	Cases	County	Cases	County	Cases
N/A	270	Escambia	12	Lafayette	0	Pasco	8
Alachua	1	Flagler	2	Lake	7	Pinellas	23
Baker	0	Franklin	0	Lee	19	Polk	16
Bay	12	Gadsden	0	Leon	1	Putnam	3
Bradford	1	Gilchrist	0	Levy	2	Saint Johns	5
Brevard	34	Glades	0	Liberty	0	Saint Lucie	7
Broward	63	Gulf	0	Madison	0	Santa Rosa	15
Calhoun	0	Hamilton	0	Manatee	13	Sarasota	14
Charlotte	5	Hardee	0	Marion	6	Seminole	13
Citrus	2	Hendry	1	Martin	3	Sumter	0
Clay	0	Hernando	0	Monroe	0	Suwannee	0
Collier	5	Highlands	4	Nassau	3	Taylor	0
Columbia	0	Hillsborough	24	Okaloosa	8	Union	2
Dade	0	Holmes	0	Okeechobee	1	Volusia	32
DeSoto	1	Indian River	10	Orange	9	Wakulla	3
Dixie	0	Jackson	0	Osceola	3	Walton	1
Duval	0	Jefferson	0	Palm Beach	66	Washington	1

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 - June 2024

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	8	15	23	163
Florida Power & Light Company	3	8	11	91
Florida Public Utilities Company	1	1	2	16
Tampa Electric Company	6	6	12	37
TOTALS**	18	30	48	307

*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 - June 2024

Company Name	Service*	Billing*	Total	Y-T-D
Florida Public Utilities Company	1	0	1	15
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Peoples Gas System, Inc.	1	1	2	13
Sebring Gas System, Inc.	0	1	1	1
St. Joe Natural Gas Company, Inc.	0	0	0	1
TOTALS**	2	2	4	31

*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 - June 2024

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 - June 2024

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 - June 2024

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 - June 2024

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	0	0	1
CHC VII, Ltd.	0	0	0	1
CSWR-Florida Utility Operating Company, LLC	3	1	4	39
FIMC Hideaway, Inc.	0	1	1	1
Florida Community Water Systems, Inc.	1	1	2	18
Gold Coast Utility Corp.	0	0	0	5
Grenelefe Resort Utility, Inc.	1	0	1	3
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
McLeod Gardens Utilities, LLC	0	0	0	1
MFL Utility Systems, L.L.C.	0	0	0	1
North Florida Community Water Systems, Inc.	0	0	0	2
Peoples Water Service Company of Florida, Inc.	0	0	0	2
Pinecrest Utilities, LLC	0	0	0	1
Pluris Wedgefield, LLC	0	0	0	1
Royal Waterworks, Inc.	0	0	0	2
St. Johns River Estates Utilities, LLC	1	0	1	1
Sunny Shores Utilities, LLC	0	0	0	1
Sunrise Water, LLC	0	1	1	1
Sunshine Water Services	0	1	1	12
Useppa Island Utility, Inc.	1	0	1	1
Wildwood Water Company	2	0	2	2
TOTALS**	9	5	14	98

**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.

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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.

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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):

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May 2024

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- * 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

May 2024

Complaints Received & Entered into CATS	798
Electric	41
Gas	2
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	24
Non-certificated Company Complaints Logged	0
Electric	0
Gas	0
Telecommunications	0
Water/Wastewater	0
Telephone Transfer-Connects (Calls Transferred to Utilities)	504
Electric	492
Gas	12
Telecommunications	0
Water/Wastewater	0
E-Transfers (E-mails sent to Utilities from the PSC Web site)	104
Electric	104
Gas	0
Telecommunications	0
Water/Wastewater	0
Cases Received / Closed Under 3 Day Rule	123
Electric	121
Gas	2
Telecommunications	0
Water/Wastewater	0
Consumer Contacts Received & Entered into CATS.	1855
Total New Cases Received & Entered into CATS	2653

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	534	748	1282
Mail	1	4	5
Internet	263	1102	1365
Fax	0	1	1
Total	798	1855	2653

Cases by Industry

May 2024

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	40	5%	1080	58%
Natural Gas	2	0%	28	2%
Telecommunications	0	0%	172	9%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	24	3%	118	6%
Non-certificated Company Cases logged**	0	0%	457	25%
Telephone Transfer-Connects (Calls Transferred to Utilities)	504	63%		
E-Transfers	104	13%		
Cases Received & Closed by 3 Day Rule	123	15%		
Total	798	100%	1855	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

May 2024

County	Cases	County	Cases	County	Cases	County	Cases
N/A	287	Escambia	18	Lafayette	1	Pasco	4
Alachua	3	Flagler	6	Lake	8	Pinellas	21
Baker	1	Franklin	0	Lee	10	Polk	12
Bay	2	Gadsden	0	Leon	1	Putnam	1
Bradford	0	Gilchrist	0	Levy	0	Saint Johns	1
Brevard	22	Glades	0	Liberty	0	Saint Lucie	8
Broward	63	Gulf	0	Madison	0	Santa Rosa	7
Calhoun	0	Hamilton	0	Manatee	25	Sarasota	14
Charlotte	9	Hardee	0	Marion	22	Seminole	7
Citrus	3	Hendry	0	Martin	4	Sumter	0
Clay	0	Hernando	0	Monroe	0	Suwannee	1
Collier	1	Highlands	2	Nassau	0	Taylor	1
Columbia	2	Hillsborough	46	Okaloosa	7	Union	0
Dade	0	Holmes	0	Okeechobee	1	Volusia	20
DeSoto	1	Indian River	14	Orange	18	Wakulla	0
Dixie	0	Jackson	1	Osceola	2	Walton	2
Duval	1	Jefferson	0	Palm Beach	38	Washington	1

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 - May 2024

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	6	9	15	140
Florida Power & Light Company	7	7	14	79
Florida Public Utilities Company	2	1	3	15
Tampa Electric Company	4	4	8	25
TOTALS**	19	21	40	259

*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 - May 2024

Company Name	Service*	Billing*	Total	Y-T-D
Florida Public Utilities Company	1	1	2	14
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Peoples Gas System, Inc.	0	0	0	11
St. Joe Natural Gas Company, Inc.	0	0	0	1
TOTALS**	1	1	2	27

*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 - May 2024

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 - May 2024

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 - May 2024

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 - May 2024

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	1	1	1
CHC VII, Ltd.	0	0	0	1
CSWR-Florida Utility Operating Company, LLC	15	1	16	35
Florida Community Water Systems, Inc.	1	0	1	16
Gold Coast Utility Corp.	0	0	0	5
Grenelefe Resort Utility, Inc.	0	0	0	2
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
McLeod Gardens Utilities, LLC	0	0	0	1
MFL Utility Systems, L.L.C.	0	0	0	1
North Florida Community Water Systems, Inc.	0	1	1	2
Peoples Water Service Company of Florida, Inc.	0	0	0	2
Pinecrest Utilities, LLC	0	0	0	1
Pluris Wedgefield, LLC	0	0	0	1
Royal Waterworks, Inc.	0	1	1	2
Sunny Shores Utilities, LLC	0	0	0	1
Sunshine Water Services	1	3	4	11
TOTALS**	17	7	24	84

**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.



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April 2024

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Office of Consumer Assistance & Outreach
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview

April 2024

Complaints Received & Entered into CATS		821
Electric	42	
Gas	9	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	19	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		556
Electric	544	
Gas	12	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		55
Electric	54	
Gas	1	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		140
Electric	138	
Gas	2	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		1250
Total New Cases Received & Entered into CATS		2071

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	593	784	1377
Mail	3	5	8
Internet	225	461	686
Fax	0	0	0
Total	821	1250	2071

Cases by Industry

April 2024

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	42	5%	228	18%
Natural Gas	9	1%	17	1%
Telecommunications	0	0%	175	14%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	19	2%	332	27%
Non-certificated Company Cases logged**	0	0%	497	40%
Telephone Transfer-Connects (Calls Transferred to Utilities)	556	68%		
E-Transfers	55	7%		
Cases Received & Closed by 3 Day Rule	140	17%		
Total	821	100%	1250	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

April 2024

County	Cases	County	Cases	County	Cases	County	Cases
N/A	302	Escambia	27	Lafayette	0	Pasco	5
Alachua	4	Flagler	3	Lake	4	Pinellas	19
Baker	0	Franklin	0	Lee	9	Polk	10
Bay	7	Gadsden	0	Leon	0	Putnam	5
Bradford	0	Gilchrist	1	Levy	0	Saint Johns	2
Brevard	33	Glades	0	Liberty	0	Saint Lucie	10
Broward	76	Gulf	0	Madison	0	Santa Rosa	8
Calhoun	0	Hamilton	0	Manatee	18	Sarasota	14
Charlotte	10	Hardee	0	Marion	12	Seminole	12
Citrus	3	Hendry	1	Martin	4	Sumter	1
Clay	0	Hernando	0	Monroe	0	Suwannee	2
Collier	8	Highlands	0	Nassau	2	Taylor	1
Columbia	3	Hillsborough	15	Okaloosa	15	Union	0
Dade	0	Holmes	1	Okeechobee	4	Volusia	16
DeSoto	3	Indian River	10	Orange	13	Wakulla	0
Dixie	0	Jackson	1	Osceola	1	Walton	2
Duval	1	Jefferson	0	Palm Beach	51	Washington	2

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 - April 2024

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	11	7	18	125
Florida Power & Light Company	7	8	15	62
Florida Public Utilities Company	0	1	1	12
Tampa Electric Company	2	6	8	17
TOTALS**	20	22	42	216

*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 - April 2024

Company Name	Service*	Billing*	Total	Y-T-D
Florida Public Utilities Company	1	3	4	12
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Peoples Gas System, Inc.	1	4	5	11
St. Joe Natural Gas Company, Inc.	0	0	0	1
TOTALS**	2	7	9	25

*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 - April 2024

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 - April 2024

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 - April 2024

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 - April 2024

Company Name	Service*	Billing*	Total	Y-T-D
CHC VII, Ltd.	0	0	0	1
CSWR-Florida Utility Operating Company, LLC	8	0	8	19
Florida Community Water Systems, Inc.	1	0	1	15
Gold Coast Utility Corp.	3	1	4	5
Grenelefe Resort Utility, Inc.	0	2	2	2
Heather Hills Utilities, LLC	1	0	1	1
Holiday Gardens Utilities, LLC	0	0	0	1
McLeod Gardens Utilities, LLC	0	0	0	1
MFL Utility Systems, L.L.C.	0	0	0	1
North Florida Community Water Systems, Inc.	1	0	1	1
Peoples Water Service Company of Florida, Inc.	0	1	1	2
Pinecrest Utilities, LLC	0	0	0	1
Pluris Wedgefield, LLC	0	0	0	1
Royal Waterworks, Inc.	1	0	1	1
Sunny Shores Utilities, LLC	0	0	0	1
Sunshine Water Services	0	0	0	7
TOTALS**	15	4	19	60

**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:

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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.



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- * Or WRITE to:

Florida Public Service Commission
Office of Consumer Assistance & Outreach
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview

March 2024

Complaints Received & Entered into CATS	774
Electric	47
Gas	9
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	11
Non-certificated Company Complaints Logged	0
Electric	0
Gas	0
Telecommunications	0
Water/Wastewater	0
Telephone Transfer-Connects (Calls Transferred to Utilities)	531
Electric	523
Gas	8
Telecommunications	0
Water/Wastewater	0
E-Transfers (E-mails sent to Utilities from the PSC Web site)	65
Electric	65
Gas	0
Telecommunications	0
Water/Wastewater	0
Cases Received / Closed Under 3 Day Rule	111
Electric	110
Gas	1
Telecommunications	0
Water/Wastewater	0
Consumer Contacts Received & Entered into CATS.	869
Total New Cases Received & Entered into CATS	1643

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	550	663	1213
Mail	1	10	11
Internet	223	196	419
Fax	0	0	0
Total	774	869	1643

Cases by Industry

March 2024

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	46	6%	240	28%
Natural Gas	9	1%	10	1%
Telecommunications	0	0%	135	16%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	11	1%	55	6%
Non-certificated Company Cases logged**	0	0%	429	49%
Telephone Transfer-Connects (Calls Transferred to Utilities)	531	69%		
E-Transfers	65	8%		
Cases Received & Closed by 3 Day Rule	111	14%		
Total	774	100%	869	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

March 2024

County	Cases	County	Cases	County	Cases	County	Cases
N/A	302	Escambia	22	Lafayette	1	Pasco	9
Alachua	0	Flagler	5	Lake	6	Pinellas	20
Baker	0	Franklin	1	Lee	18	Polk	21
Bay	5	Gadsden	0	Leon	0	Putnam	3
Bradford	1	Gilchrist	0	Levy	0	Saint Johns	7
Brevard	27	Glades	0	Liberty	0	Saint Lucie	10
Broward	51	Gulf	0	Madison	0	Santa Rosa	7
Calhoun	0	Hamilton	0	Manatee	7	Sarasota	14
Charlotte	9	Hardee	0	Marion	7	Seminole	6
Citrus	4	Hendry	0	Martin	6	Sumter	0
Clay	0	Hernando	1	Monroe	0	Suwannee	0
Collier	12	Highlands	1	Nassau	2	Taylor	0
Columbia	0	Hillsborough	11	Okaloosa	7	Union	0
Dade	0	Holmes	0	Okeechobee	1	Volusia	26
DeSoto	0	Indian River	13	Orange	18	Wakulla	0
Dixie	0	Jackson	0	Osceola	2	Walton	2
Duval	0	Jefferson	0	Palm Beach	39	Washington	1

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 - March 2024

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	17	16	33	107
Florida Power & Light Company	2	3	5	46
Florida Public Utilities Company	0	2	2	11
Tampa Electric Company	2	4	6	9
TOTALS**	21	25	46	173

*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 - March 2024

Company Name	Service*	Billing*	Total	Y-T-D
Florida Public Utilities Company	1	4	5	8
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Peoples Gas System, Inc.	2	2	4	6
St. Joe Natural Gas Company, Inc.	0	0	0	1
TOTALS**	3	6	9	16

*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 - March 2024

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 - March 2024

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 - March 2024

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 - March 2024

Company Name	Service*	Billing*	Total	Y-T-D
CHC VII, Ltd.	0	0	0	1
CSWR-Florida Utility Operating Company, LLC	1	1	2	11
Florida Community Water Systems, Inc.	0	1	1	14
Gold Coast Utility Corp.	0	1	1	1
Grove Land Utilities, LLC	1	0	1	1
Holiday Gardens Utilities, LLC	0	1	1	1
McLeod Gardens Utilities, LLC	0	0	0	1
MFL Utility Systems, L.L.C.	1	0	1	1
Peoples Water Service Company of Florida, Inc.	0	0	0	1
Pinecrest Utilities, LLC	0	0	0	1
Pluris Wedgefield, LLC	0	0	0	1
Sunny Shores Utilities, LLC	0	0	0	1
Sunshine Water Services	1	3	4	7
TOTALS**	4	7	11	42

**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.

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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.



CONSUMER ACTIVITY REPORT

February 2024

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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

February 2024

Complaints Received & Entered into CATS		851
Electric	67	
Gas	3	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	22	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		548
Electric	538	
Gas	10	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		77
Electric	75	
Gas	2	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		134
Electric	133	
Gas	1	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		1044
Total New Cases Received & Entered into CATS		1895

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	587	710	1297
Mail	3	3	6
Internet	261	331	592
Fax	0	0	0
Total	851	1044	1895

Cases by Industry

February 2024

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	67	8%	354	34%
Natural Gas	3	0%	19	2%
Telecommunications	0	0%	149	14%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	22	3%	69	7%
Non-certificated Company Cases logged**	0	0%	452	43%
Telephone Transfer-Connects (Calls Transferred to Utilities)	548	64%		
E-Transfers	77	9%		
Cases Received & Closed by 3 Day Rule	134	16%		
Total	851	100%	1044	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

February 2024

County	Cases	County	Cases	County	Cases	County	Cases
N/A	270	Escambia	25	Lafayette	0	Pasco	5
Alachua	1	Flagler	12	Lake	16	Pinellas	32
Baker	2	Franklin	0	Lee	23	Polk	11
Bay	4	Gadsden	0	Leon	0	Putnam	0
Bradford	0	Gilchrist	0	Levy	0	Saint Johns	1
Brevard	44	Glades	0	Liberty	0	Saint Lucie	11
Broward	79	Gulf	3	Madison	0	Santa Rosa	11
Calhoun	0	Hamilton	0	Manatee	12	Sarasota	15
Charlotte	9	Hardee	0	Marion	10	Seminole	10
Citrus	7	Hendry	0	Martin	4	Sumter	1
Clay	0	Hernando	0	Monroe	0	Suwannee	0
Collier	8	Highlands	4	Nassau	5	Taylor	1
Columbia	0	Hillsborough	3	Okaloosa	17	Union	0
Dade	0	Holmes	1	Okeechobee	2	Volusia	26
DeSoto	0	Indian River	19	Orange	19	Wakulla	0
Dixie	0	Jackson	0	Osceola	2	Walton	0
Duval	2	Jefferson	0	Palm Beach	56	Washington	1

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 - February 2024

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	14	25	39	74
Florida Power & Light Company	5	18	23	39
Florida Public Utilities Company	0	5	5	9
Tampa Electric Company	0	0	0	3
TOTALS**	19	48	67	125

*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 - February 2024

Company Name	Service*	Billing*	Total	Y-T-D
Florida Public Utilities Company	1	0	1	3
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Peoples Gas System, Inc.	1	0	1	2
St. Joe Natural Gas Company, Inc.	0	1	1	1
TOTALS**	2	1	3	7

*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 - February 2024

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 - February 2024

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 - February 2024

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 - February 2024

Company Name	Service*	Billing*	Total	Y-T-D
CHC VII, Ltd.	1	0	1	1
CSWR-Florida Utility Operating Company, LLC	4	1	5	9
Florida Community Water Systems, Inc.	8	3	11	13
McLeod Gardens Utilities, LLC	0	1	1	1
Peoples Water Service Company of Florida, Inc.	1	0	1	1
Pinecrest Utilities, LLC	0	0	0	1
Pluris Wedgefield, LLC	0	0	0	1
Sunny Shores Utilities, LLC	0	0	0	1
Sunshine Water Services	0	3	3	3
TOTALS**	14	8	22	31

**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.



CONSUMER ACTIVITY REPORT

January 2024

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- * Or WRITE to:

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Office of Consumer Assistance & Outreach
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview

January 2024

Complaints Received & Entered into CATS	913
Electric	55
Gas	5
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	9
Non-certificated Company Complaints Logged	0
Electric	0
Gas	0
Telecommunications	0
Water/Wastewater	0
Telephone Transfer-Connects (Calls Transferred to Utilities)	604
Electric	596
Gas	8
Telecommunications	0
Water/Wastewater	0
E-Transfers (E-mails sent to Utilities from the PSC Web site)	78
Electric	78
Gas	0
Telecommunications	0
Water/Wastewater	0
Cases Received / Closed Under 3 Day Rule	162
Electric	161
Gas	1
Telecommunications	0
Water/Wastewater	0
Consumer Contacts Received & Entered into CATS.	874
Total New Cases Received & Entered into CATS	1787

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	638	616	1254
Mail	1	4	5
Internet	274	254	528
Fax	0	0	0
Total	913	874	1787

Cases by Industry

January 2024

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	54	6%	259	30%
Natural Gas	5	1%	15	2%
Telecommunications	0	0%	130	15%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	9	1%	80	9%
Non-certificated Company Cases logged**	0	0%	390	45%
Telephone Transfer-Connects (Calls Transferred to Utilities)	604	66%		
E-Transfers	78	9%		
Cases Received & Closed by 3 Day Rule	162	18%		
Total	913	100%	874	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 2024

County	Cases	County	Cases	County	Cases	County	Cases
N/A	297	Escambia	28	Lafayette	0	Pasco	6
Alachua	0	Flagler	6	Lake	6	Pinellas	29
Baker	0	Franklin	1	Lee	16	Polk	11
Bay	7	Gadsden	0	Leon	0	Putnam	1
Bradford	2	Gilchrist	0	Levy	0	Saint Johns	2
Brevard	48	Glades	0	Liberty	0	Saint Lucie	11
Broward	88	Gulf	1	Madison	0	Santa Rosa	6
Calhoun	0	Hamilton	1	Manatee	8	Sarasota	23
Charlotte	14	Hardee	0	Marion	8	Seminole	12
Citrus	3	Hendry	1	Martin	13	Sumter	0
Clay	0	Hernando	1	Monroe	0	Suwannee	3
Collier	20	Highlands	2	Nassau	5	Taylor	0
Columbia	2	Hillsborough	11	Okaloosa	7	Union	0
Dade	0	Holmes	0	Okeechobee	2	Volusia	29
DeSoto	1	Indian River	14	Orange	18	Wakulla	2
Dixie	0	Jackson	2	Osceola	3	Walton	0
Duval	0	Jefferson	0	Palm Beach	52	Washington	3

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 2024

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	11	23	34	34
Florida Power & Light Company	4	9	13	13
Florida Public Utilities Company	2	2	4	4
Tampa Electric Company	1	2	3	3
TOTALS**	18	36	54	54

*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 2024

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	1	0	1	1
Florida Public Utilities Company	1	1	2	2
Florida Public Utilities Company - Fort Meade Division	0	1	1	1
Peoples Gas System, Inc.	0	1	1	1
TOTALS**	2	3	5	5

*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 2024

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 2024

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 2024

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 2024

Company Name	Service*	Billing*	Total	Y-T-D
CSWR-Florida Utility Operating Company, LLC	1	3	4	4
Florida Community Water Systems, Inc.	0	2	2	2
Pinecrest Utilities, LLC	1	0	1	1
Pluris Wedgefield, LLC	1	0	1	1
Sunny Shores Utilities, LLC	1	0	1	1
TOTALS**	4	5	9	9

**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.

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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.

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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.



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December 2023

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- * Or WRITE to:

Florida Public Service Commission
Office of Consumer Assistance & Outreach
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview

December 2023

Complaints Received & Entered into CATS		860
Electric	55	
Gas	6	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	51	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		568
Electric	561	
Gas	7	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		54
Electric	54	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		126
Electric	126	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		830
Total New Cases Received & Entered into CATS		1690

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	611	504	1115
Mail	1	4	5
Internet	248	321	569
Fax	0	1	1
Total	860	830	1690

Cases by Industry

December 2023

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	54	6%	355	43%
Natural Gas	6	1%	16	2%
Telecommunications	0	0%	89	11%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	51	6%	49	6%
Non-certificated Company Cases logged**	0	0%	321	39%
Telephone Transfer-Connects (Calls Transferred to Utilities)	568	66%		
E-Transfers	54	6%		
Cases Received & Closed by 3 Day Rule	126	15%		
Total	860	100%	830	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

December 2023

County	Cases	County	Cases	County	Cases	County	Cases
N/A	268	Escambia	22	Lafayette	0	Pasco	8
Alachua	1	Flagler	5	Lake	2	Pinellas	31
Baker	0	Franklin	0	Lee	23	Polk	53
Bay	12	Gadsden	0	Leon	0	Putnam	0
Bradford	0	Gilchrist	0	Levy	0	Saint Johns	6
Brevard	38	Glades	0	Liberty	0	Saint Lucie	18
Broward	63	Gulf	1	Madison	0	Santa Rosa	11
Calhoun	0	Hamilton	0	Manatee	9	Sarasota	21
Charlotte	8	Hardee	0	Marion	1	Seminole	12
Citrus	1	Hendry	2	Martin	6	Sumter	0
Clay	0	Hernando	0	Monroe	1	Suwannee	0
Collier	8	Highlands	2	Nassau	1	Taylor	3
Columbia	0	Hillsborough	12	Okaloosa	4	Union	0
Dade	0	Holmes	0	Okeechobee	0	Volusia	27
DeSoto	2	Indian River	16	Orange	21	Wakulla	0
Dixie	0	Jackson	1	Osceola	1	Walton	1
Duval	0	Jefferson	2	Palm Beach	56	Washington	0

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 - December 2023

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	12	17	29	540
Florida Power & Light Company	6	13	19	175
Florida Public Utilities Company	1	1	2	30
Tampa Electric Company	2	2	4	141
TOTALS**	21	33	54	886

*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 - December 2023

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	0	0	2
Florida Division of Chesapeake Utilities Corporation	0	0	0	1
Florida Public Utilities Company	1	0	1	38
Florida Public Utilities Company - Indiantown Division	0	0	0	1
Peoples Gas System	0	0	0	1
Peoples Gas System, Inc.	2	2	4	21
St. Joe Natural Gas Company, Inc.	1	0	1	3
TOTALS**	4	2	6	67

*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 - December 2023

Company Name	Month	Y-T-D
CenturyLink of Florida, Inc.	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.

Relay Service Complaints

Complaint Activity - December 2023

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 - December 2023

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 - December 2023

Company Name	Service*	Billing*	Total	Y-T-D
A Utility Inc.	0	0	0	1
CAP Utilities, LLC	0	0	0	1
Cedar Acres Inc	0	0	0	1
Charlie Creek Utilities, LLC	0	0	0	2
Cobblestone II RVG LLC d/b/a River Grove Utility	0	1	1	3
Crestridge Utilities, LLC	1	0	1	6
CSWR-Florida Utility Operating Company, LLC	0	0	0	15
East Marion Utilities, LLC	0	0	0	2
Florida Community Water Systems, Inc.	0	0	0	3
Grenelefe Resort Utility, Inc.	42	0	42	44
Grenelefe Utility	0	0	0	1
Hash Utilities, LLC	0	0	0	1
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
Lake Yale Utilities, LLC	0	0	0	1
Leighton Estates Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	0	0	2
McLeod Gardens Utilities, LLC	0	0	0	6
MFL Utility Systems, L.L.C.	0	0	0	13
Mobile Manor Water Company, Inc.	0	0	0	1
Ni Florida, Inc.	0	0	0	2
North Florida Community Water Systems, Inc.	0	0	0	5
Ocala Palms Utilities, LLC	0	0	0	1
Orange Land Utilities, LLC	0	0	0	1
Orchid Springs Development Corporation	0	0	0	1
Palm Valley Utilities	0	0	0	3
Peoples Water Service Company of Florida, Inc.	0	0	0	2
Placid Lakes Utilities, Inc.	0	0	0	8
Pluris Wedgefield, LLC	0	0	0	13
Royal Waterworks, Inc.	1	0	1	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.

Water & Wastewater Companies - Continued

Complaint Activity - December 2023

Company Name	Service*	Billing*	Total	Y-T-D
RSPI MHC, LLC	0	0	0	1
S. V. Utilities, Ltd.	6	0	6	7
Sunlake Estates Utilities, L.L.C.	0	0	0	1
Sunny Shores Utilities, LLC	0	0	0	2
Sunrise Water, LLC	0	0	0	2
Sunshine Water Services	0	0	0	28
Tymber Creek Utilities, Incorporated	0	0	0	1
Water Management Services, Inc.	0	0	0	1
Water Oak Utility	0	0	0	1
TOTALS**	50	1	51	187

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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:

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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.



CONSUMER ACTIVITY REPORT

November 2023

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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 2023

Complaints Received & Entered into CATS		942
Electric	46	
Gas	1	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	19	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		610
Electric	603	
Gas	7	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		95
Electric	95	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		171
Electric	170	
Gas	1	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		916
Total New Cases Received & Entered into CATS		1858

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	659	586	1245
Mail	1	2	3
Internet	282	327	609
Fax	0	1	1
Total	942	916	1858

Cases by Industry

November 2023

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	46	5%	365	40%
Natural Gas	1	0%	14	2%
Telecommunications	0	0%	102	11%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	19	2%	51	6%
Non-certificated Company Cases logged**	0	0%	384	42%
Telephone Transfer-Connects (Calls Transferred to Utilities)	610	65%		
E-Transfers	95	10%		
Cases Received & Closed by 3 Day Rule	171	18%		
Total	942	100%	916	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

November 2023

County	Cases	County	Cases	County	Cases	County	Cases
N/A	252	Escambia	32	Lafayette	0	Pasco	8
Alachua	0	Flagler	11	Lake	20	Pinellas	25
Baker	0	Franklin	0	Lee	19	Polk	10
Bay	9	Gadsden	0	Leon	0	Putnam	5
Bradford	0	Gilchrist	0	Levy	0	Saint Johns	5
Brevard	51	Glades	0	Liberty	0	Saint Lucie	10
Broward	97	Gulf	0	Madison	0	Santa Rosa	5
Calhoun	0	Hamilton	0	Manatee	14	Sarasota	19
Charlotte	12	Hardee	0	Marion	6	Seminole	16
Citrus	2	Hendry	0	Martin	8	Sumter	0
Clay	0	Hernando	0	Monroe	0	Suwannee	0
Collier	12	Highlands	6	Nassau	4	Taylor	1
Columbia	7	Hillsborough	12	Okaloosa	9	Union	0
Dade	0	Holmes	0	Okeechobee	2	Volusia	36
DeSoto	0	Indian River	9	Orange	19	Wakulla	1
Dixie	0	Jackson	0	Osceola	1	Walton	0
Duval	1	Jefferson	0	Palm Beach	77	Washington	2

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 - November 2023

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	8	17	25	514
Florida Power & Light Company	6	9	15	155
Florida Public Utilities Company	1	0	1	29
Tampa Electric Company	4	1	5	137
TOTALS**	19	27	46	835

*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 2023

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	0	0	2
Florida Division of Chesapeake Utilities Corporation	0	0	0	1
Florida Public Utilities Company	1	0	1	37
Florida Public Utilities Company - Indiantown Division	0	0	0	1
Peoples Gas System	0	0	0	1
Peoples Gas System, Inc.	0	0	0	17
St. Joe Natural Gas Company, Inc.	0	0	0	2
TOTALS**	1	0	1	61

*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 2023

Company Name	Month	Y-T-D
CenturyLink of Florida, Inc.	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.

Relay Service Complaints

Complaint Activity - November 2023

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 - November 2023

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 - November 2023

Company Name	Service*	Billing*	Total	Y-T-D
A Utility Inc.	1	0	1	1
CAP Utilities, LLC	0	1	1	1
Cedar Acres Inc	0	0	0	1
Charlie Creek Utilities, LLC	0	0	0	2
Cobblestone II RVG LLC d/b/a River Grove Utility	0	0	0	2
Crestridge Utilities, LLC	0	1	1	5
CSWR-Florida Utility Operating Company, LLC	2	0	2	15
East Marion Utilities, LLC	0	0	0	2
Florida Community Water Systems, Inc.	0	0	0	3
Grenelefe Resort Utility, Inc.	0	0	0	2
Grenelefe Utility	0	0	0	1
Hash Utilities, LLC	0	0	0	1
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
Lake Yale Utilities, LLC	0	0	0	1
Leighton Estates Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	0	0	2
McLeod Gardens Utilities, LLC	0	0	0	6
MFL Utility Systems, L.L.C.	13	0	13	13
Mobile Manor Water Company, Inc.	0	0	0	1
Ni Florida, Inc.	1	0	1	2
North Florida Community Water Systems, Inc.	0	0	0	5
Ocala Palms Utilities, LLC	0	0	0	1
Orange Land Utilities, LLC	0	0	0	1
Orchid Springs Development Corporation	0	0	0	1
Palm Valley Utilities	0	0	0	3
Peoples Water Service Company of Florida, Inc.	0	0	0	2
Placid Lakes Utilities, Inc.	0	0	0	8
Pluris Wedgefield, LLC	0	0	0	13
RSPI MHC, LLC	0	0	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.

Water & Wastewater Companies - Continued

Complaint Activity - November 2023

Company Name	Service*	Billing*	Total	Y-T-D
S. V. Utilities, Ltd.	0	0	0	1
Sunlake Estates Utilities, L.L.C.	0	0	0	1
Sunny Shores Utilities, LLC	0	0	0	2
Sunrise Water, LLC	0	0	0	2
Sunshine Water Services	0	0	0	28
Tymber Creek Utilities, Incorporated	0	0	0	1
Water Management Services, Inc.	0	0	0	1
Water Oak Utility	0	0	0	1
TOTALS**	17	2	19	136

**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.



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October 2023

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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

October 2023

Complaints Received & Entered into CATS	1061
Electric	90
Gas	8
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	6
Non-certificated Company Complaints Logged	0
Electric	0
Gas	0
Telecommunications	0
Water/Wastewater	0
Telephone Transfer-Connects (Calls Transferred to Utilities)	655
Electric	643
Gas	12
Telecommunications	0
Water/Wastewater	0
E-Transfers (E-mails sent to Utilities from the PSC Web site)	135
Electric	135
Gas	0
Telecommunications	0
Water/Wastewater	0
Cases Received / Closed Under 3 Day Rule	167
Electric	166
Gas	1
Telecommunications	0
Water/Wastewater	0
Consumer Contacts Received & Entered into CATS.	987
Total New Cases Received & Entered into CATS	2048

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	732	679	1411
Mail	2	13	15
Internet	327	294	621
Fax	0	1	1
Total	1061	987	2048

Cases by Industry

October 2023

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	90	8%	377	38%
Natural Gas	8	1%	12	1%
Telecommunications	0	0%	108	11%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	6	1%	59	6%
Non-certificated Company Cases logged**	0	0%	431	44%
Telephone Transfer-Connects (Calls Transferred to Utilities)	655	62%		
E-Transfers	135	13%		
Cases Received & Closed by 3 Day Rule	167	16%		
Total	1061	100%	987	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

October 2023

County	Cases	County	Cases	County	Cases	County	Cases
N/A	191	Escambia	37	Lafayette	1	Pasco	6
Alachua	1	Flagler	12	Lake	8	Pinellas	51
Baker	0	Franklin	1	Lee	52	Polk	20
Bay	12	Gadsden	0	Leon	1	Putnam	0
Bradford	0	Gilchrist	0	Levy	0	Saint Johns	9
Brevard	48	Glades	0	Liberty	0	Saint Lucie	16
Broward	128	Gulf	0	Madison	0	Santa Rosa	7
Calhoun	1	Hamilton	0	Manatee	16	Sarasota	21
Charlotte	9	Hardee	0	Marion	8	Seminole	24
Citrus	4	Hendry	1	Martin	13	Sumter	2
Clay	0	Hernando	3	Monroe	0	Suwannee	1
Collier	18	Highlands	4	Nassau	2	Taylor	2
Columbia	2	Hillsborough	24	Okaloosa	10	Union	0
Dade	0	Holmes	0	Okeechobee	2	Volusia	38
DeSoto	3	Indian River	19	Orange	24	Wakulla	0
Dixie	0	Jackson	0	Osceola	6	Walton	3
Duval	0	Jefferson	1	Palm Beach	65	Washington	2

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 - October 2023

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	18	40	58	489
Florida Power & Light Company	7	12	19	144
Florida Public Utilities Company	0	2	2	28
Tampa Electric Company	2	9	11	132
TOTALS**	27	63	90	793

*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 - October 2023

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	0	0	2
Florida Division of Chesapeake Utilities Corporation	0	0	0	1
Florida Public Utilities Company	2	1	3	37
Florida Public Utilities Company - Indiantown Division	0	0	0	1
Peoples Gas System	0	0	0	1
Peoples Gas System, Inc.	4	1	5	18
St. Joe Natural Gas Company, Inc.	0	0	0	2
TOTALS**	6	2	8	62

*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 - October 2023

Company Name	Month	Y-T-D
CenturyLink of Florida, Inc.	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.

Relay Service Complaints
Complaint Activity - October 2023

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 - October 2023

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 - October 2023

Company Name	Service*	Billing*	Total	Y-T-D
Cedar Acres Inc	0	0	0	1
Charlie Creek Utilities, LLC	0	0	0	2
Cobblestone II RVG LLC d/b/a River Grove Utility	0	0	0	2
Crestridge Utilities, LLC	0	2	2	4
CSWR-Florida Utility Operating Company, LLC	1	1	2	13
East Marion Utilities, LLC	0	0	0	2
Florida Community Water Systems, Inc.	0	0	0	3
Grenelefe Resort Utility, Inc.	0	0	0	2
Grenelefe Utility	0	0	0	1
Hash Utilities, LLC	0	0	0	1
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
Lake Yale Utilities, LLC	0	0	0	1
Leighton Estates Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	0	0	2
McLeod Gardens Utilities, LLC	0	0	0	6
Mobile Manor Water Company, Inc.	0	0	0	1
Ni Florida, Inc.	0	0	0	1
North Florida Community Water Systems, Inc.	0	0	0	5
Ocala Palms Utilities, LLC	0	0	0	1
Orange Land Utilities, LLC	1	0	1	1
Orchid Springs Development Corporation	0	0	0	1
Palm Valley Utilities	0	0	0	3
Peoples Water Service Company of Florida, Inc.	0	0	0	2
Placid Lakes Utilities, Inc.	0	0	0	8
Pluris Wedgefield, LLC	0	0	0	13
RSPI MHC, LLC	0	0	0	1
S. V. Utilities, Ltd.	0	0	0	1
Sunlake Estates Utilities, L.L.C.	0	0	0	1
Sunny Shores Utilities, LLC	0	0	0	2

**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 - Continued

Complaint Activity - October 2023

Company Name	Service*	Billing*	Total	Y-T-D
Sunrise Water, LLC	0	0	0	2
Sunshine Water Services	0	0	0	28
Tymber Creek Utilities, Incorporated	0	0	0	1
Water Management Services, Inc.	0	0	0	1
Water Oak Utility	0	1	1	1
TOTALS**	2	4	6	117

**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.

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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.

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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.



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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 2023

Complaints Received & Entered into CATS	1138
Electric	173
Gas	4
LifeLine	1
Relay	0
Pay Telephone	0
Water/Wastewater	16
Non-certificated Company Complaints Logged	0
Electric	0
Gas	0
Telecommunications	0
Water/Wastewater	0
Telephone Transfer-Connects (Calls Transferred to Utilities)	626
Electric	614
Gas	12
Telecommunications	0
Water/Wastewater	0
E-Transfers (E-mails sent to Utilities from the PSC Web site)	144
Electric	144
Gas	0
Telecommunications	0
Water/Wastewater	0
Cases Received / Closed Under 3 Day Rule	174
Electric	172
Gas	2
Telecommunications	0
Water/Wastewater	0
Consumer Contacts Received & Entered into CATS.	1287
Total New Cases Received & Entered into CATS	2425

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	695	725	1420
Mail	2	11	13
Internet	441	551	992
Fax	0	0	0
Total	1138	1287	2425

Cases by Industry

September 2023

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	173	15%	695	54%
Natural Gas	4	0%	12	1%
Telecommunications	1	0%	92	7%
Lifeline	1	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	16	1%	80	6%
Non-certificated Company Cases logged**	0	0%	408	32%
Telephone Transfer-Connects (Calls Transferred to Utilities)	626	55%		
E-Transfers	144	13%		
Cases Received & Closed by 3 Day Rule	174	15%		
Total	1138	100%	1287	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

September 2023

County	Cases	County	Cases	County	Cases	County	Cases
N/A	225	Escambia	44	Lafayette	0	Pasco	20
Alachua	0	Flagler	6	Lake	11	Pinellas	47
Baker	0	Franklin	0	Lee	33	Polk	46
Bay	9	Gadsden	0	Leon	0	Putnam	4
Bradford	1	Gilchrist	0	Levy	0	Saint Johns	9
Brevard	35	Glades	0	Liberty	0	Saint Lucie	20
Broward	102	Gulf	0	Madison	0	Santa Rosa	7
Calhoun	0	Hamilton	1	Manatee	16	Sarasota	29
Charlotte	11	Hardee	0	Marion	13	Seminole	25
Citrus	1	Hendry	3	Martin	3	Sumter	1
Clay	0	Hernando	3	Monroe	0	Suwannee	2
Collier	9	Highlands	6	Nassau	3	Taylor	0
Columbia	0	Hillsborough	28	Okaloosa	12	Union	0
Dade	0	Holmes	0	Okeechobee	2	Volusia	34
DeSoto	2	Indian River	12	Orange	72	Wakulla	0
Dixie	0	Jackson	3	Osceola	11	Walton	0
Duval	0	Jefferson	2	Palm Beach	95	Washington	2

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 - September 2023

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	17	102	119	436
Florida Power & Light Company	15	23	38	141
Florida Public Utilities Company	3	2	5	26
Tampa Electric Company	3	8	11	123
TOTALS**	38	135	173	726

*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 2023

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	0	0	2
Florida Division of Chesapeake Utilities Corporation	0	0	0	1
Florida Public Utilities Company	1	2	3	34
Florida Public Utilities Company - Indiantown Division	0	0	0	1
Peoples Gas System	0	0	0	1
Peoples Gas System, Inc.	0	1	1	13
St. Joe Natural Gas Company, Inc.	0	0	0	2
TOTALS**	1	3	4	54

*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 2023

Company Name	Month	Y-T-D
CenturyLink of Florida, Inc.	1	1
TOTALS**	1	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.

Relay Service Complaints

Complaint Activity - September 2023

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 - September 2023

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 - September 2023

Company Name	Service*	Billing*	Total	Y-T-D
Cedar Acres Inc	0	0	0	1
Charlie Creek Utilities, LLC	0	0	0	2
Cobblestone II RVG LLC d/b/a River Grove Utility	0	0	0	2
Crestridge Utilities, LLC	0	2	2	2
CSWR-Florida Utility Operating Company, LLC	5	0	5	11
East Marion Utilities, LLC	0	0	0	2
Florida Community Water Systems, Inc.	0	0	0	3
Grenelefe Utility	1	0	1	3
Hash Utilities, LLC	0	0	0	1
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
Lake Yale Utilities, LLC	0	0	0	1
Leighton Estates Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	1	1	2
McLeod Gardens Utilities, LLC	0	0	0	6
Mobile Manor Water Company, Inc.	0	0	0	1
Ni Florida, Inc.	0	0	0	1
North Florida Community Water Systems, Inc.	0	0	0	5
Ocala Palms Utilities, LLC	0	0	0	1
Orchid Springs Development Corporation	0	0	0	1
Palm Valley Utilities	0	0	0	3
Peoples Water Service Company of Florida, Inc.	0	0	0	2
Placid Lakes Utilities, Inc.	0	0	0	8
Pluris Wedgefield, LLC	5	1	6	13
RSPI MHC, LLC	0	0	0	1
S. V. Utilities, Ltd.	0	0	0	1
Sunlake Estates Utilities, L.L.C.	0	0	0	1
Sunny Shores Utilities, LLC	0	0	0	2
Sunrise Water, LLC	0	0	0	2
Sunshine Water Services	0	0	0	28

**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 - Continued

Complaint Activity - September 2023

Company Name	Service*	Billing*	Total	Y-T-D
Tymber Creek Utilities, Incorporated	1	0	1	1
Water Management Services, Inc.	0	0	0	1
TOTALS**	12	4	16	111

**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.



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August 2023

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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

August 2023

Complaints Received & Entered into CATS		983
Electric	126	
Gas	4	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	27	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		562
Electric	556	
Gas	6	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		109
Electric	109	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		155
Electric	152	
Gas	3	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		1195
Total New Cases Received & Entered into CATS		2178

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	634	712	1346
Mail	2	4	6
Internet	347	478	825
Fax	0	1	1
Total	983	1195	2178

Cases by Industry

August 2023

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	126	13%	577	48%
Natural Gas	4	0%	11	1%
Telecommunications	0	0%	107	9%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	27	3%	68	6%
Non-certificated Company Cases logged**	0	0%	432	36%
Telephone Transfer-Connects (Calls Transferred to Utilities)	562	57%		
E-Transfers	109	11%		
Cases Received & Closed by 3 Day Rule	155	16%		
Total	983	100%	1195	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

August 2023

County	Cases	County	Cases	County	Cases	County	Cases
N/A	180	Escambia	32	Lafayette	0	Pasco	4
Alachua	0	Flagler	7	Lake	4	Pinellas	45
Baker	0	Franklin	0	Lee	19	Polk	23
Bay	9	Gadsden	0	Leon	0	Putnam	1
Bradford	0	Gilchrist	2	Levy	0	Saint Johns	2
Brevard	46	Glades	0	Liberty	0	Saint Lucie	18
Broward	128	Gulf	0	Madison	1	Santa Rosa	5
Calhoun	0	Hamilton	0	Manatee	9	Sarasota	19
Charlotte	9	Hardee	1	Marion	6	Seminole	18
Citrus	1	Hendry	0	Martin	6	Sumter	0
Clay	0	Hernando	1	Monroe	1	Suwannee	1
Collier	12	Highlands	8	Nassau	3	Taylor	2
Columbia	3	Hillsborough	78	Okaloosa	10	Union	0
Dade	0	Holmes	0	Okeechobee	2	Volusia	49
DeSoto	2	Indian River	18	Orange	38	Wakulla	1
Dixie	0	Jackson	3	Osceola	1	Walton	2
Duval	1	Jefferson	0	Palm Beach	62	Washington	1

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 - August 2023

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	14	51	65	317
Florida Power & Light Company	9	10	19	103
Florida Public Utilities Company	0	2	2	21
Tampa Electric Company	12	28	40	112
TOTALS**	35	91	126	553

*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 - August 2023

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	0	0	2
Florida Division of Chesapeake Utilities Corporation	0	0	0	1
Florida Public Utilities Company	2	0	2	31
Florida Public Utilities Company - Indiantown Division	0	0	0	1
Peoples Gas System	0	0	0	1
Peoples Gas System, Inc.	1	1	2	12
St. Joe Natural Gas Company, Inc.	0	0	0	2
TOTALS**	3	1	4	50

*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 - August 2023

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 - August 2023

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 - August 2023

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 - August 2023

Company Name	Service*	Billing*	Total	Y-T-D
Cedar Acres Inc	0	0	0	1
Charlie Creek Utilities, LLC	1	0	1	2
Cobblestone II RVG LLC d/b/a River Grove Utility	0	0	0	2
CSWR-Florida Utility Operating Company, LLC	2	0	2	6
East Marion Utilities, LLC	0	0	0	2
Florida Community Water Systems, Inc.	0	1	1	3
Grenelefe Utility	0	1	1	2
Hash Utilities, LLC	1	0	1	1
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
Lake Yale Utilities, LLC	0	0	0	1
Leighton Estates Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	0	0	1
McLeod Gardens Utilities, LLC	0	0	0	6
Mobile Manor Water Company, Inc.	0	0	0	1
Ni Florida, Inc.	0	0	0	1
North Florida Community Water Systems, Inc.	0	0	0	5
Ocala Palms Utilities, LLC	0	0	0	1
Orchid Springs Development Corporation	0	0	0	1
Palm Valley Utilities	0	0	0	3
Peoples Water Service Company of Florida, Inc.	1	0	1	2
Placid Lakes Utilities, Inc.	6	0	6	8
Pluris Wedgefield, LLC	4	1	5	7
RSPI MHC, LLC	0	0	0	1
S. V. Utilities, Ltd.	0	0	0	1
Sunlake Estates Utilities, L.L.C.	0	0	0	1
Sunny Shores Utilities, LLC	0	0	0	2
Sunrise Water, LLC	0	0	0	2
Sunshine Water Services	2	7	9	28
Water Management Services, Inc.	0	0	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.

Water & Wastewater Companies - Continued

Complaint Activity - August 2023

Company Name	Service*	Billing*	Total	Y-T-D
TOTALS**	17	10	27	95

**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

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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.

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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.

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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.



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July 2023

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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

July 2023

Complaints Received & Entered into CATS		865
Electric	98	
Gas	7	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	7	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		491
Electric	480	
Gas	11	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		93
Electric	91	
Gas	2	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		169
Electric	166	
Gas	3	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		912
Total New Cases Received & Entered into CATS		1777

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	553	631	1184
Mail	4	6	10
Internet	308	274	582
Fax	0	1	1
Total	865	912	1777

Cases by Industry

July 2023

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	98	11%	339	37%
Natural Gas	7	1%	13	1%
Telecommunications	0	0%	69	8%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	7	1%	33	4%
Non-certificated Company Cases logged**	0	0%	458	50%
Telephone Transfer-Connects (Calls Transferred to Utilities)	491	57%		
E-Transfers	93	11%		
Cases Received & Closed by 3 Day Rule	169	20%		
Total	865	100%	912	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

July 2023

County	Cases	County	Cases	County	Cases	County	Cases
N/A	136	Escambia	34	Lafayette	0	Pasco	9
Alachua	2	Flagler	12	Lake	13	Pinellas	50
Baker	2	Franklin	0	Lee	28	Polk	16
Bay	14	Gadsden	0	Leon	0	Putnam	2
Bradford	0	Gilchrist	0	Levy	2	Saint Johns	7
Brevard	42	Glades	0	Liberty	0	Saint Lucie	23
Broward	93	Gulf	1	Madison	0	Santa Rosa	3
Calhoun	0	Hamilton	0	Manatee	18	Sarasota	25
Charlotte	13	Hardee	0	Marion	4	Seminole	21
Citrus	2	Hendry	3	Martin	9	Sumter	4
Clay	0	Hernando	2	Monroe	0	Suwannee	0
Collier	7	Highlands	4	Nassau	1	Taylor	1
Columbia	2	Hillsborough	38	Okaloosa	12	Union	0
Dade	0	Holmes	0	Okeechobee	1	Volusia	28
DeSoto	5	Indian River	11	Orange	29	Wakulla	0
Dixie	0	Jackson	0	Osceola	2	Walton	0
Duval	0	Jefferson	0	Palm Beach	57	Washington	2

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 2023

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	23	40	63	252
Florida Power & Light Company	3	12	15	85
Florida Public Utilities Company	0	0	0	19
Tampa Electric Company	7	13	20	72
TOTALS**	33	65	98	428

*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 2023

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	0	0	2
Florida Division of Chesapeake Utilities Corporation	0	0	0	1
Florida Public Utilities Company	3	0	3	29
Florida Public Utilities Company - Indiantown Division	0	1	1	1
Peoples Gas System	0	0	0	1
Peoples Gas System, Inc.	2	0	2	10
St. Joe Natural Gas Company, Inc.	1	0	1	2
TOTALS**	6	1	7	46

*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 2023

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 - July 2023

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 - July 2023

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 - July 2023

Company Name	Service*	Billing*	Total	Y-T-D
Cedar Acres Inc	0	0	0	1
Charlie Creek Utilities, LLC	0	0	0	1
Cobblestone II RVG LLC d/b/a River Grove Utility	0	0	0	2
CSWR-Florida Utility Operating Company, LLC	0	0	0	4
East Marion Utilities, LLC	0	0	0	2
Florida Community Water Systems, Inc.	0	2	2	2
Grenelefe Utility	0	0	0	1
Heather Hills Utilities, LLC	1	0	1	1
Holiday Gardens Utilities, LLC	0	0	0	1
Lake Yale Utilities, LLC	0	0	0	1
Leighton Estates Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	0	0	1
McLeod Gardens Utilities, LLC	0	0	0	6
Mobile Manor Water Company, Inc.	0	0	0	1
Ni Florida, Inc.	0	0	0	1
North Florida Community Water Systems, Inc.	0	0	0	5
Ocala Palms Utilities, LLC	0	0	0	1
Orchid Springs Development Corporation	0	0	0	1
Palm Valley Utilities	0	0	0	3
Peoples Water Service Company of Florida, Inc.	0	0	0	1
Placid Lakes Utilities, Inc.	0	0	0	2
Pluris Wedgefield, LLC	0	0	0	2
RSPI MHC, LLC	0	0	0	1
S. V. Utilities, Ltd.	0	0	0	1
Sebring Ridge Utilities, Inc.	0	1	1	1
Sunlake Estates Utilities, L.L.C.	0	0	0	1
Sunny Shores Utilities, LLC	0	0	0	2
Sunrise Water, LLC	0	0	0	2
Sunshine Water Services	1	2	3	19
Water Management Services, Inc.	0	0	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.

Water & Wastewater Companies - Continued

Complaint Activity - July 2023

Company Name	Service*	Billing*	Total	Y-T-D
TOTALS**	2	5	7	69

**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.



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June 2023

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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

June 2023

Complaints Received & Entered into CATS	787
Electric	62
Gas	4
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	15
Non-certificated Company Complaints Logged	0
Electric	0
Gas	0
Telecommunications	0
Water/Wastewater	0
Telephone Transfer-Connects (Calls Transferred to Utilities)	482
Electric	470
Gas	12
Telecommunications	0
Water/Wastewater	0
E-Transfers (E-mails sent to Utilities from the PSC Web site)	73
Electric	72
Gas	1
Telecommunications	0
Water/Wastewater	0
Cases Received / Closed Under 3 Day Rule	151
Electric	149
Gas	2
Telecommunications	0
Water/Wastewater	0
Consumer Contacts Received & Entered into CATS.	964
Total New Cases Received & Entered into CATS	1751

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	535	732	1267
Mail	1	6	7
Internet	251	223	474
Fax	0	3	3
Total	787	964	1751

Cases by Industry

June 2023

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	61	8%	247	26%
Natural Gas	4	1%	26	3%
Telecommunications	0	0%	101	10%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	15	2%	63	7%
Non-certificated Company Cases logged**	0	0%	527	55%
Telephone Transfer-Connects (Calls Transferred to Utilities)	482	61%		
E-Transfers	73	9%		
Cases Received & Closed by 3 Day Rule	151	19%		
Total	787	100%	964	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

June 2023

County	Cases	County	Cases	County	Cases	County	Cases
N/A	73	Escambia	25	Lafayette	0	Pasco	7
Alachua	0	Flagler	7	Lake	5	Pinellas	27
Baker	1	Franklin	2	Lee	26	Polk	11
Bay	18	Gadsden	0	Leon	1	Putnam	3
Bradford	1	Gilchrist	0	Levy	1	Saint Johns	4
Brevard	45	Glades	0	Liberty	0	Saint Lucie	16
Broward	89	Gulf	0	Madison	0	Santa Rosa	13
Calhoun	0	Hamilton	0	Manatee	11	Sarasota	17
Charlotte	6	Hardee	0	Marion	12	Seminole	25
Citrus	6	Hendry	1	Martin	10	Sumter	0
Clay	1	Hernando	1	Monroe	0	Suwannee	1
Collier	14	Highlands	4	Nassau	5	Taylor	2
Columbia	1	Hillsborough	34	Okaloosa	9	Union	0
Dade	0	Holmes	0	Okeechobee	3	Volusia	41
DeSoto	1	Indian River	13	Orange	17	Wakulla	0
Dixie	0	Jackson	0	Osceola	2	Walton	6
Duval	0	Jefferson	1	Palm Beach	64	Washington	1

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 - June 2023

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	18	22	40	189
Florida Power & Light Company	1	3	4	67
Florida Public Utilities Company	2	1	3	19
Tampa Electric Company	8	6	14	52
TOTALS**	29	32	61	327

*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 - June 2023

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	0	0	2
Florida Division of Chesapeake Utilities Corporation	0	0	0	1
Florida Public Utilities Company	2	1	3	26
Peoples Gas System	0	0	0	1
Peoples Gas System, Inc.	1	0	1	8
St. Joe Natural Gas Company, Inc.	0	0	0	1
TOTALS**	3	1	4	39

*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 - June 2023

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 - June 2023

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 - June 2023

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 - June 2023

Company Name	Service*	Billing*	Total	Y-T-D
Cedar Acres Inc	1	0	1	1
Charlie Creek Utilities, LLC	0	0	0	1
Cobblestone II RVG LLC d/b/a River Grove Utility	1	0	1	2
CSWR-Florida Utility Operating Company, LLC	2	1	3	5
East Marion Utilities, LLC	1	0	1	2
Grenelefe Utility	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
Lake Yale Utilities, LLC	0	0	0	1
Leighton Estates Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	0	0	1
McLeod Gardens Utilities, LLC	0	0	0	6
Mobile Manor Water Company, Inc.	0	0	0	1
Ni Florida, Inc.	0	1	1	1
North Florida Community Water Systems, Inc.	2	0	2	5
Ocala Palms Utilities, LLC	0	0	0	1
Orchid Springs Development Corporation	0	0	0	1
Palm Valley Utilities	0	0	0	3
Peoples Water Service Company of Florida, Inc.	0	1	1	1
Placid Lakes Utilities, Inc.	0	0	0	2
Pluris Wedgefield, LLC	0	1	1	2
RSPI MHC, LLC	0	0	0	1
S. V. Utilities, Ltd.	0	0	0	1
Sunlake Estates Utilities, L.L.C.	0	0	0	1
Sunny Shores Utilities, LLC	1	0	1	2
Sunrise Water, LLC	0	0	0	2
Sunshine Water Services	1	2	3	16
Water Management Services, Inc.	0	0	0	1
TOTALS**	9	6	15	63

**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.



CONSUMER ACTIVITY REPORT

May 2023

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Consumer Access to the FLORIDA PUBLIC SERVICE COMMISSION

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- * 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

May 2023

Complaints Received & Entered into CATS	701
Electric	42
Gas	8
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	7
Non-certificated Company Complaints Logged	0
Electric	0
Gas	0
Telecommunications	0
Water/Wastewater	0
Telephone Transfer-Connects (Calls Transferred to Utilities)	439
Electric	434
Gas	5
Telecommunications	0
Water/Wastewater	0
E-Transfers (E-mails sent to Utilities from the PSC Web site)	57
Electric	57
Gas	0
Telecommunications	0
Water/Wastewater	0
Cases Received / Closed Under 3 Day Rule	148
Electric	147
Gas	1
Telecommunications	0
Water/Wastewater	0
Consumer Contacts Received & Entered into CATS.	917
Total New Cases Received & Entered into CATS	1618

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	493	689	1182
Mail	2	4	6
Internet	205	224	429
Fax	1	0	1
Total	701	917	1618

Cases by Industry

May 2023

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	42	6%	245	27%
Natural Gas	8	1%	12	1%
Telecommunications	0	0%	115	13%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	7	1%	48	5%
Non-certificated Company Cases logged**	0	0%	496	54%
Telephone Transfer-Connects (Calls Transferred to Utilities)	439	63%		
E-Transfers	57	8%		
Cases Received & Closed by 3 Day Rule	148	21%		
Total	701	100%	917	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

May 2023

County	Cases	County	Cases	County	Cases	County	Cases
N/A	70	Escambia	49	Lafayette	0	Pasco	6
Alachua	1	Flagler	12	Lake	4	Pinellas	18
Baker	2	Franklin	0	Lee	24	Polk	11
Bay	15	Gadsden	0	Leon	0	Putnam	0
Bradford	0	Gilchrist	0	Levy	1	Saint Johns	5
Brevard	23	Glades	0	Liberty	0	Saint Lucie	14
Broward	90	Gulf	1	Madison	0	Santa Rosa	3
Calhoun	0	Hamilton	1	Manatee	11	Sarasota	30
Charlotte	9	Hardee	0	Marion	9	Seminole	12
Citrus	1	Hendry	4	Martin	4	Sumter	0
Clay	0	Hernando	0	Monroe	0	Suwannee	0
Collier	24	Highlands	2	Nassau	6	Taylor	4
Columbia	1	Hillsborough	20	Okaloosa	3	Union	0
Dade	0	Holmes	0	Okeechobee	0	Volusia	38
DeSoto	0	Indian River	9	Orange	11	Wakulla	0
Dixie	1	Jackson	2	Osceola	2	Walton	2
Duval	2	Jefferson	1	Palm Beach	64	Washington	1

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 - May 2023

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	8	14	22	149
Florida Power & Light Company	8	1	9	63
Florida Public Utilities Company	1	1	2	16
Tampa Electric Company	4	5	9	38
TOTALS**	21	21	42	266

*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 - May 2023

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	0	0	2
Florida Division of Chesapeake Utilities Corporation	0	1	1	1
Florida Public Utilities Company	2	1	3	23
Peoples Gas System	0	0	0	1
Peoples Gas System, Inc.	2	1	3	7
St. Joe Natural Gas Company, Inc.	0	1	1	1
TOTALS**	4	4	8	35

*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 - May 2023

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 - May 2023

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 - May 2023

Company Name	Service*	Billing*	Total	Y-T-D
TOTALS**	0	0	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>				

Water & Wastewater Companies

Complaint Activity - May 2023

Company Name	Service*	Billing*	Total	Y-T-D
Charlie Creek Utilities, LLC	0	0	0	1
Cobblestone II RVG LLC d/b/a River Grove Utility	0	0	0	1
CSWR-Florida Utility Operating Company, LLC	0	1	1	2
East Marion Utilities, LLC	1	0	1	1
Grenelefe Utility	0	0	0	1
Holiday Gardens Utilities, LLC	1	0	1	1
Lake Yale Utilities, LLC	0	0	0	1
Leighton Estates Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	0	0	1
McLeod Gardens Utilities, LLC	0	0	0	6
Mobile Manor Water Company, Inc.	0	0	0	1
North Florida Community Water Systems, Inc.	0	0	0	3
Ocala Palms Utilities, LLC	0	1	1	1
Orchid Springs Development Corporation	0	0	0	1
Palm Valley Utilities	0	0	0	3
Placid Lakes Utilities, Inc.	0	0	0	2
Pluris Wedgefield, LLC	0	0	0	1
RSPI MHC, LLC	0	0	0	1
S. V. Utilities, Ltd.	0	0	0	1
Sunlake Estates Utilities, L.L.C.	0	0	0	1
Sunny Shores Utilities, LLC	0	0	0	1
Sunrise Water, LLC	1	0	1	2
Sunshine Water Services	1	1	2	13
Water Management Services, Inc.	0	0	0	1
TOTALS**	4	3	7	48

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Service:

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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.



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- * Or WRITE to:

Florida Public Service Commission
Office of Consumer Assistance & Outreach
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview

April 2023

Complaints Received & Entered into CATS	569
Electric	37
Gas	4
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	14
Non-certificated Company Complaints Logged	0
Electric	0
Gas	0
Telecommunications	0
Water/Wastewater	0
Telephone Transfer-Connects (Calls Transferred to Utilities)	338
Electric	334
Gas	4
Telecommunications	0
Water/Wastewater	0
E-Transfers (E-mails sent to Utilities from the PSC Web site)	46
Electric	46
Gas	0
Telecommunications	0
Water/Wastewater	0
Cases Received / Closed Under 3 Day Rule	130
Electric	128
Gas	2
Telecommunications	0
Water/Wastewater	0
Consumer Contacts Received & Entered into CATS.	955
Total New Cases Received & Entered into CATS	1524

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	390	702	1092
Mail	2	13	15
Internet	177	240	417
Fax	0	0	0
Total	569	955	1524

Cases by Industry

April 2023

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	37	7%	295	31%
Natural Gas	4	1%	8	1%
Telecommunications	0	0%	104	11%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	14	2%	43	5%
Non-certificated Company Cases logged**	0	0%	505	53%
Telephone Transfer-Connects (Calls Transferred to Utilities)	338	59%		
E-Transfers	46	8%		
Cases Received & Closed by 3 Day Rule	130	23%		
Total	569	100%	955	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

April 2023

County	Cases	County	Cases	County	Cases	County	Cases
N/A	57	Escambia	34	Lafayette	0	Pasco	4
Alachua	0	Flagler	14	Lake	4	Pinellas	14
Baker	0	Franklin	1	Lee	10	Polk	17
Bay	11	Gadsden	0	Leon	0	Putnam	3
Bradford	1	Gilchrist	0	Levy	1	Saint Johns	4
Brevard	31	Glades	0	Liberty	0	Saint Lucie	20
Broward	57	Gulf	1	Madison	0	Santa Rosa	8
Calhoun	1	Hamilton	0	Manatee	10	Sarasota	15
Charlotte	18	Hardee	0	Marion	1	Seminole	12
Citrus	1	Hendry	0	Martin	8	Sumter	0
Clay	0	Hernando	1	Monroe	0	Suwannee	0
Collier	13	Highlands	5	Nassau	1	Taylor	0
Columbia	3	Hillsborough	9	Okaloosa	11	Union	0
Dade	0	Holmes	0	Okeechobee	0	Volusia	23
DeSoto	1	Indian River	6	Orange	10	Wakulla	0
Dixie	0	Jackson	1	Osceola	4	Walton	3
Duval	0	Jefferson	0	Palm Beach	56	Washington	1

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 - April 2023

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	7	12	19	127
Florida Power & Light Company	4	7	11	53
Florida Public Utilities Company	0	2	2	14
Tampa Electric Company	4	1	5	29
TOTALS**	15	22	37	223

*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 - April 2023

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	0	0	2
Florida Public Utilities Company	2	2	4	20
Peoples Gas System	0	0	0	1
Peoples Gas System, Inc.	0	0	0	4
TOTALS**	2	2	4	27

*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 - April 2023

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 - April 2023

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 - April 2023

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 - April 2023

Company Name	Service*	Billing*	Total	Y-T-D
Charlie Creek Utilities, LLC	0	0	0	1
Cobblestone II RVG LLC d/b/a River Grove Utility	0	0	0	1
CSWR-Florida Utility Operating Company, LLC	1	0	1	1
Grenelefe Utility	0	0	0	1
Lake Yale Utilities, LLC	0	0	0	1
Leighton Estates Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	0	0	1
McLeod Gardens Utilities, LLC	4	0	4	6
Mobile Manor Water Company, Inc.	0	0	0	1
North Florida Community Water Systems, Inc.	0	0	0	3
Orchid Springs Development Corporation	0	0	0	1
Palm Valley Utilities	0	0	0	3
Placid Lakes Utilities, Inc.	0	1	1	2
Pluris Wedgefield, LLC	0	0	0	1
RSPI MHC, LLC	0	0	0	1
S. V. Utilities, Ltd.	0	0	0	1
Sunlake Estates Utilities, L.L.C.	0	0	0	1
Sunny Shores Utilities, LLC	0	0	0	1
Sunrise Water, LLC	0	0	0	1
Sunshine Water Services	2	5	7	11
Water Management Services, Inc.	0	1	1	1
TOTALS**	7	7	14	41

**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.



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Consumer Access to the FLORIDA PUBLIC SERVICE COMMISSION

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- * 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

March 2023

Complaints Received & Entered into CATS	741
Electric	67
Gas	5
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	8
Non-certificated Company Complaints Logged	0
Electric	0
Gas	0
Telecommunications	0
Water/Wastewater	0
Telephone Transfer-Connects (Calls Transferred to Utilities)	420
Electric	417
Gas	3
Telecommunications	0
Water/Wastewater	0
E-Transfers (E-mails sent to Utilities from the PSC Web site)	86
Electric	86
Gas	0
Telecommunications	0
Water/Wastewater	0
Cases Received / Closed Under 3 Day Rule	155
Electric	148
Gas	7
Telecommunications	0
Water/Wastewater	0
Consumer Contacts Received & Entered into CATS.	1782
Total New Cases Received & Entered into CATS	2523

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	486	813	1299
Mail	1	8	9
Internet	254	961	1215
Fax	0	0	0
Total	741	1782	2523

Cases by Industry

March 2023

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	67	9%	1036	58%
Natural Gas	5	1%	16	1%
Telecommunications	0	0%	142	8%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	8	1%	48	3%
Non-certificated Company Cases logged**	0	0%	540	30%
Telephone Transfer-Connects (Calls Transferred to Utilities)	420	57%		
E-Transfers	86	12%		
Cases Received & Closed by 3 Day Rule	155	21%		
Total	741	100%	1782	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

March 2023

County	Cases	County	Cases	County	Cases	County	Cases
N/A	47	Escambia	46	Lafayette	0	Pasco	5
Alachua	1	Flagler	8	Lake	4	Pinellas	33
Baker	2	Franklin	1	Lee	64	Polk	13
Bay	17	Gadsden	1	Leon	0	Putnam	0
Bradford	0	Gilchrist	0	Levy	0	Saint Johns	6
Brevard	24	Glades	0	Liberty	0	Saint Lucie	13
Broward	63	Gulf	0	Madison	0	Santa Rosa	9
Calhoun	0	Hamilton	2	Manatee	19	Sarasota	35
Charlotte	19	Hardee	1	Marion	3	Seminole	30
Citrus	1	Hendry	4	Martin	6	Sumter	0
Clay	0	Hernando	1	Monroe	0	Suwannee	0
Collier	11	Highlands	9	Nassau	2	Taylor	0
Columbia	2	Hillsborough	14	Okaloosa	10	Union	0
Dade	0	Holmes	1	Okeechobee	2	Volusia	34
DeSoto	3	Indian River	9	Orange	20	Wakulla	0
Dixie	0	Jackson	2	Osceola	3	Walton	1
Duval	0	Jefferson	0	Palm Beach	55	Washington	2

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 - March 2023

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	12	26	38	108
Florida Power & Light Company	6	13	19	41
Florida Public Utilities Company	0	2	2	12
Tampa Electric Company	6	2	8	24
TOTALS**	24	43	67	185

*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 - March 2023

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	1	1	2
Florida Public Utilities Company	1	2	3	16
Peoples Gas System	0	0	0	2
Peoples Gas System, Inc.	0	1	1	3
TOTALS**	1	4	5	23

*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 - March 2023

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 - March 2023

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 - March 2023

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 - March 2023

Company Name	Service*	Billing*	Total	Y-T-D
Charlie Creek Utilities, LLC	1	0	1	1
Cobblestone II RVG LLC d/b/a River Grove Utility	0	0	0	1
Grenelefe Utility	0	0	0	1
Lake Yale Utilities, LLC	0	1	1	1
Leighton Estates Utilities, LLC	0	1	1	1
LP Waterworks, Inc.	0	0	0	1
McLeod Gardens Utilities, LLC	2	0	2	2
Mobile Manor Water Company, Inc.	0	0	0	1
North Florida Community Water Systems, Inc.	1	1	2	3
Orchid Springs Development Corporation	0	0	0	1
Palm Valley Utilities	0	0	0	3
Placid Lakes Utilities, Inc.	0	0	0	1
Pluris Wedgefield, LLC	0	0	0	1
RSPI MHC, LLC	0	1	1	1
S. V. Utilities, Ltd.	0	0	0	1
Sunlake Estates Utilities, L.L.C.	0	0	0	1
Sunny Shores Utilities, LLC	0	0	0	1
Sunrise Water, LLC	0	0	0	1
Sunshine Water Services	0	0	0	4
TOTALS**	4	4	8	27

**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.

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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.



CONSUMER ACTIVITY REPORT

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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

February 2023

Complaints Received & Entered into CATS		691
Electric	51	
Gas	9	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	9	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		384
Electric	379	
Gas	5	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		137
Electric	54	
Gas	83	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		101
Electric	98	
Gas	3	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		1242
Total New Cases Received & Entered into CATS		1933

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	435	714	1149
Mail	3	14	17
Internet	253	514	767
Fax	0	0	0
Total	691	1242	1933

Cases by Industry

February 2023

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	51	7%	637	51%
Natural Gas	9	1%	21	2%
Telecommunications	0	0%	119	10%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	9	1%	47	4%
Non-certificated Company Cases logged**	0	0%	418	34%
Telephone Transfer-Connects (Calls Transferred to Utilities)	384	56%		
E-Transfers	137	20%		
Cases Received & Closed by 3 Day Rule	101	15%		
Total	691	100%	1242	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

February 2023

County	Cases	County	Cases	County	Cases	County	Cases
N/A	32	Escambia	35	Lafayette	0	Pasco	5
Alachua	1	Flagler	6	Lake	6	Pinellas	21
Baker	1	Franklin	1	Lee	34	Polk	97
Bay	13	Gadsden	0	Leon	0	Putnam	1
Bradford	1	Gilchrist	0	Levy	0	Saint Johns	9
Brevard	33	Glades	0	Liberty	0	Saint Lucie	10
Broward	51	Gulf	1	Madison	0	Santa Rosa	5
Calhoun	0	Hamilton	2	Manatee	17	Sarasota	25
Charlotte	9	Hardee	0	Marion	3	Seminole	21
Citrus	4	Hendry	1	Martin	6	Sumter	3
Clay	0	Hernando	0	Monroe	0	Suwannee	0
Collier	9	Highlands	3	Nassau	4	Taylor	1
Columbia	1	Hillsborough	17	Okaloosa	9	Union	0
Dade	0	Holmes	0	Okeechobee	3	Volusia	36
DeSoto	2	Indian River	7	Orange	17	Wakulla	2
Dixie	1	Jackson	6	Osceola	3	Walton	2
Duval	0	Jefferson	1	Palm Beach	47	Washington	3

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 - February 2023

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	6	21	27	70
Florida Power & Light Company	3	8	11	25
Florida Public Utilities Company	0	6	6	10
Tampa Electric Company	3	4	7	16
TOTALS**	12	39	51	121

*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 - February 2023

Company Name	Service*	Billing*	Total	Y-T-D
Florida Public Utilities Company	3	4	7	13
Peoples Gas System	2	0	2	4
TOTALS**	5	4	9	17

*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 - February 2023

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 - February 2023

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 - February 2023

Company Name	Service*	Billing*	Total	Y-T-D
TOTALS**	0	0	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>				

Water & Wastewater Companies

Complaint Activity - February 2023

Company Name	Service*	Billing*	Total	Y-T-D
Cobblestone II RVG LLC d/b/a River Grove Utility	0	0	0	1
Grenelefe Resort Utility, Inc.	1	0	1	1
LP Waterworks, Inc.	0	0	0	1
Mobile Manor Water Company, Inc.	0	0	0	1
Orchid Springs Development Corporation	0	1	1	1
Palm Valley Utilities	0	2	2	3
Placid Lakes Utilities, Inc.	1	0	1	1
Pluris Wedgefield, LLC	1	0	1	1
S. V. Utilities, Ltd.	0	0	0	1
Sunlake Estates Utilities, L.L.C.	0	0	0	1
Sunny Hills Utility Company	0	1	1	1
Sunny Shores Water Co.	0	1	1	1
Sunrise Water, LLC	0	1	1	1
Sunshine Water Services	0	0	0	3
TOTALS**	3	6	9	18

**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.

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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.

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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.

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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.

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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.



FLORIDA
PUBLIC
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COMMISSION

CONSUMER ACTIVITY REPORT

January 2023

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- * Or WRITE to:

Florida Public Service Commission
Office of Consumer Assistance & Outreach
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview

January 2023

Complaints Received & Entered into CATS		739
Electric	69	
Gas	8	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	10	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		464
Electric	460	
Gas	4	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		58
Electric	58	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		130
Electric	127	
Gas	3	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		1086
Total New Cases Received & Entered into CATS		1825

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	527	706	1233
Mail	5	5	10
Internet	207	374	581
Fax	0	1	1
Total	739	1086	1825

Cases by Industry

January 2023

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	69	9%	436	40%
Natural Gas	8	1%	16	1%
Telecommunications	0	0%	151	14%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	9	1%	43	4%
Non-certificated Company Cases logged**	0	0%	440	41%
Telephone Transfer-Connects (Calls Transferred to Utilities)	464	63%		
E-Transfers	58	8%		
Cases Received & Closed by 3 Day Rule	130	18%		
Total	739	100%	1086	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 2023

County	Cases	County	Cases	County	Cases	County	Cases
N/A	36	Escambia	41	Lafayette	0	Pasco	9
Alachua	2	Flagler	9	Lake	10	Pinellas	32
Baker	0	Franklin	2	Lee	26	Polk	19
Bay	5	Gadsden	0	Leon	0	Putnam	2
Bradford	0	Gilchrist	0	Levy	2	Saint Johns	9
Brevard	52	Glades	0	Liberty	0	Saint Lucie	12
Broward	80	Gulf	0	Madison	0	Santa Rosa	10
Calhoun	0	Hamilton	1	Manatee	25	Sarasota	23
Charlotte	18	Hardee	0	Marion	4	Seminole	28
Citrus	2	Hendry	0	Martin	12	Sumter	1
Clay	0	Hernando	1	Monroe	1	Suwannee	2
Collier	13	Highlands	4	Nassau	6	Taylor	4
Columbia	0	Hillsborough	17	Okaloosa	12	Union	0
Dade	0	Holmes	1	Okeechobee	2	Volusia	41
DeSoto	0	Indian River	6	Orange	17	Wakulla	0
Dixie	0	Jackson	1	Osceola	9	Walton	0
Duval	0	Jefferson	1	Palm Beach	41	Washington	1

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 2023

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	7	36	43	43
Florida Power & Light Company	4	9	13	13
Florida Public Utilities Company	1	3	4	4
Tampa Electric Company	2	7	9	9
TOTALS**	14	55	69	69

*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 2023

Company Name	Service*	Billing*	Total	Y-T-D
Florida Public Utilities Company	1	5	6	6
Peoples Gas System	2	0	2	2
TOTALS**	3	5	8	8

*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 2023

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 2023

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 2023

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 2023

Company Name	Service*	Billing*	Total	Y-T-D
Cobblestone II RVG LLC d/b/a River Grove Utility	1	0	1	1
LP Waterworks, Inc.	0	1	1	1
Mobile Manor Water Company, Inc.	1	0	1	1
Palm Valley Utilities	0	1	1	1
S. V. Utilities, Ltd.	1	0	1	1
Sunlake Estates Utilities, L.L.C.	1	0	1	1
Sunshine Water Services	1	2	3	3
TOTALS**	5	4	9	9

**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.



FLORIDA
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CONSUMER ACTIVITY REPORT

December 2022

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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

December 2022

Complaints Received & Entered into CATS		644
Electric	52	
Gas	8	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	13	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		421
Electric	416	
Gas	5	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		70
Electric	67	
Gas	3	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		80
Electric	78	
Gas	2	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		1252
Total New Cases Received & Entered into CATS		1896

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	459	748	1207
Mail	1	5	6
Internet	184	498	682
Fax	0	1	1
Total	644	1252	1896

Cases by Industry

December 2022

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	52	8%	574	46%
Natural Gas	8	1%	19	2%
Telecommunications	0	0%	98	8%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	13	2%	39	3%
Non-certificated Company Cases logged**	0	0%	522	42%
Telephone Transfer-Connects (Calls Transferred to Utilities)	421	65%		
E-Transfers	70	11%		
Cases Received & Closed by 3 Day Rule	80	12%		
Total	644	100%	1252	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

December 2022

County	Cases	County	Cases	County	Cases	County	Cases
N/A	10	Escambia	35	Lafayette	0	Pasco	13
Alachua	0	Flagler	12	Lake	9	Pinellas	28
Baker	0	Franklin	0	Lee	23	Polk	19
Bay	13	Gadsden	0	Leon	1	Putnam	2
Bradford	0	Gilchrist	0	Levy	1	Saint Johns	3
Brevard	48	Glades	0	Liberty	1	Saint Lucie	15
Broward	78	Gulf	0	Madison	0	Santa Rosa	10
Calhoun	0	Hamilton	0	Manatee	14	Sarasota	14
Charlotte	18	Hardee	0	Marion	7	Seminole	16
Citrus	4	Hendry	3	Martin	10	Sumter	1
Clay	0	Hernando	0	Monroe	0	Suwannee	2
Collier	14	Highlands	3	Nassau	5	Taylor	1
Columbia	1	Hillsborough	10	Okaloosa	9	Union	0
Dade	0	Holmes	0	Okeechobee	2	Volusia	35
DeSoto	2	Indian River	6	Orange	22	Wakulla	2
Dixie	0	Jackson	2	Osceola	0	Walton	2
Duval	3	Jefferson	0	Palm Beach	47	Washington	2

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 - December 2022

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	10	18	28	309
Florida Power & Light Company	11	5	16	435
Florida Public Utilities Company	0	4	4	28
Tampa Electric Company	1	3	4	65
TOTALS**	22	30	52	837

*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 - December 2022

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	0	0	13
Florida Division of Chesapeake Utilities Corporation	0	1	1	7
Florida Public Utilities Company	2	3	5	58
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Florida Public Utilities Company - Indiantown Division	0	0	0	2
Peoples Gas System	0	2	2	13
St. Joe Natural Gas Company, Inc.	0	0	0	1
TOTALS**	2	6	8	95

*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 - December 2022

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 - December 2022

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 - December 2022

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 - December 2022

Company Name	Service*	Billing*	Total	Y-T-D
Alturas Water, LLC	0	0	0	7
CAP Utilities, LLC	0	0	0	1
CHC VII, Ltd.	1	0	1	1
Coral Cay Water & Sewer Company	0	0	0	2
Crestridge Utilities, LLC	0	0	0	3
CSWR-Florida Utility Operating Company, LLC	0	3	3	6
FIMC Hideaway, Inc.	0	0	0	1
Florida Community Water Systems, Inc.	0	0	0	1
Gator Waterworks, Inc.	0	0	0	2
Grenelefe Resort Utility, Inc.	0	0	0	2
HC Waterworks, Inc.	0	0	0	94
Heather Hills Utilities, LLC	1	0	1	2
Holiday Gardens Utilities, LLC	0	0	0	2
LP Waterworks, Inc.	0	0	0	1
McLeod Gardens Utilities, LLC	0	0	0	1
Neighborhood Utilities, Inc.	0	0	0	1
OB Utility Systems, L.L.C.	0	0	0	1
Ocala Palms Utilities, LLC	1	0	1	3
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	2	2	4
Pinecrest Utilities, LLC	0	0	0	1
Placid Lakes Utilities, Inc.	0	0	0	1
Pluris Wedgefield, LLC	0	1	1	2
River Grove Utilities, Inc.	0	0	0	1
RSPI MHC, LLC	0	0	0	1
S. V. Utilities, Ltd.	3	0	3	8
Sebring Ridge Utilities, Inc.	0	0	0	1
Seminole Waterworks, Inc.	1	0	1	2

**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 - Continued

Complaint Activity - December 2022

Company Name	Service*	Billing*	Total	Y-T-D
Sunny Hills Utility Company	0	0	0	1
Sunrise Water, LLC	0	0	0	1
Sunshine Utilities of Central Florida, Inc.	0	0	0	1
Sunshine Water Services	0	0	0	16
Tradewinds Utilities, Inc.	0	0	0	1
Water Management Services, Inc.	0	0	0	2
TOTALS**	7	6	13	177

**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.

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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.

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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.

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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.

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A database system that tracks complaints and Consumer Contact filed with the Florida Public Service Commission.

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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.



FLORIDA
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CONSUMER ACTIVITY REPORT

November 2022

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- * 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 2022

Complaints Received & Entered into CATS		628
Electric	63	
Gas	9	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	4	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		410
Electric	403	
Gas	7	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		71
Electric	70	
Gas	1	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		71
Electric	70	
Gas	1	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		1413
Total New Cases Received & Entered into CATS		2041

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	445	663	1108
Mail	0	12	12
Internet	183	737	920
Fax	0	1	1
Total	628	1413	2041

Cases by Industry

November 2022

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	63	10%	825	58%
Natural Gas	9	1%	11	1%
Telecommunications	0	0%	88	6%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	4	1%	44	3%
Non-certificated Company Cases logged**	0	0%	445	31%
Telephone Transfer-Connects (Calls Transferred to Utilities)	410	65%		
E-Transfers	71	11%		
Cases Received & Closed by 3 Day Rule	71	11%		
Total	628	100%	1413	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

November 2022

County	Cases	County	Cases	County	Cases	County	Cases
N/A	22	Escambia	18	Lafayette	0	Pasco	7
Alachua	1	Flagler	14	Lake	5	Pinellas	18
Baker	0	Franklin	1	Lee	13	Polk	10
Bay	6	Gadsden	0	Leon	1	Putnam	2
Bradford	1	Gilchrist	0	Levy	0	Saint Johns	4
Brevard	47	Glades	0	Liberty	0	Saint Lucie	16
Broward	105	Gulf	0	Madison	0	Santa Rosa	8
Calhoun	0	Hamilton	1	Manatee	11	Sarasota	22
Charlotte	8	Hardee	0	Marion	4	Seminole	17
Citrus	1	Hendry	0	Martin	12	Sumter	0
Clay	0	Hernando	1	Monroe	0	Suwannee	0
Collier	8	Highlands	3	Nassau	5	Taylor	2
Columbia	2	Hillsborough	20	Okaloosa	11	Union	0
Dade	0	Holmes	0	Okeechobee	1	Volusia	42
DeSoto	6	Indian River	4	Orange	17	Wakulla	1
Dixie	0	Jackson	0	Osceola	6	Walton	0
Duval	0	Jefferson	0	Palm Beach	40	Washington	4

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 - November 2022

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	3	15	18	281
Florida Power & Light Company	19	14	33	425
Florida Public Utilities Company	0	1	1	24
Tampa Electric Company	7	4	11	61
TOTALS**	29	34	63	791

*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 2022

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	1	1	13
Florida Division of Chesapeake Utilities Corporation	0	1	1	6
Florida Public Utilities Company	1	6	7	53
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Florida Public Utilities Company - Indiantown Division	0	0	0	2
Peoples Gas System	0	0	0	11
St. Joe Natural Gas Company, Inc.	0	0	0	1
TOTALS**	1	8	9	87

*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 2022

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 - November 2022

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 - November 2022

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 - November 2022

Company Name	Service*	Billing*	Total	Y-T-D
Alturas Water, LLC	0	0	0	7
CAP Utilities, LLC	0	0	0	1
Coral Cay Water & Sewer Company	0	0	0	2
Crestridge Utilities, LLC	0	0	0	3
CSWR-Florida Utility Operating Company, LLC	0	0	0	3
FIMC Hideaway, Inc.	0	0	0	1
Florida Community Water Systems, Inc.	0	0	0	1
Gator Waterworks, Inc.	0	0	0	2
Grenelefe Resort Utility, Inc.	0	0	0	2
HC Waterworks, Inc.	0	0	0	94
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	2
LP Waterworks, Inc.	0	0	0	1
McLeod Gardens Utilities, LLC	1	0	1	1
Neighborhood Utilities, Inc.	0	0	0	1
OB Utility Systems, L.L.C.	0	0	0	1
Ocala Palms Utilities, LLC	0	0	0	2
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	0	0	2
Pinecrest Utilities, LLC	0	0	0	1
Placid Lakes Utilities, Inc.	0	0	0	1
Pluris Wedgefield, LLC	1	0	1	1
River Grove Utilities, Inc.	0	0	0	1
RSPI MHC, LLC	0	0	0	1
S. V. Utilities, Ltd.	0	0	0	5
Sebring Ridge Utilities, Inc.	0	0	0	1
Seminole Waterworks, Inc.	0	0	0	1
Sunny Hills Utility Company	0	0	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.

Water & Wastewater Companies - Continued

Complaint Activity - November 2022

Company Name	Service*	Billing*	Total	Y-T-D
Sunrise Water, LLC	0	0	0	1
Sunshine Utilities of Central Florida, Inc.	0	0	0	1
Sunshine Water Services	1	1	2	16
Tradewinds Utilities, Inc.	0	0	0	1
Water Management Services, Inc.	0	0	0	2
TOTALS**	3	1	4	164

**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.

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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.

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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.



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- * Or WRITE to:

Florida Public Service Commission
Office of Consumer Assistance & Outreach
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview

October 2022

Complaints Received & Entered into CATS	722
Electric	47
Gas	5
LifeLine	0
Relay	0
Pay Telephone	0
Water/Wastewater	12
Non-certificated Company Complaints Logged	0
Electric	0
Gas	0
Telecommunications	0
Water/Wastewater	0
Telephone Transfer-Connects (Calls Transferred to Utilities)	511
Electric	500
Gas	11
Telecommunications	0
Water/Wastewater	0
E-Transfers (E-mails sent to Utilities from the PSC Web site)	72
Electric	70
Gas	2
Telecommunications	0
Water/Wastewater	0
Cases Received / Closed Under 3 Day Rule	75
Electric	73
Gas	2
Telecommunications	0
Water/Wastewater	0
Consumer Contacts Received & Entered into CATS.	2176
Total New Cases Received & Entered into CATS	2898

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	541	913	1454
Mail	1	6	7
Internet	178	1255	1433
Fax	2	2	4
Total	722	2176	2898

Cases by Industry

October 2022

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	47	7%	1366	63%
Natural Gas	5	1%	18	1%
Telecommunications	0	0%	113	5%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	12	2%	57	3%
Non-certificated Company Cases logged**	0	0%	622	29%
Telephone Transfer-Connects (Calls Transferred to Utilities)	511	71%		
E-Transfers	72	10%		
Cases Received & Closed by 3 Day Rule	75	10%		
Total	722	100%	2176	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

October 2022

County	Cases	County	Cases	County	Cases	County	Cases
N/A	30	Escambia	41	Lafayette	0	Pasco	7
Alachua	0	Flagler	3	Lake	2	Pinellas	23
Baker	0	Franklin	2	Lee	9	Polk	9
Bay	13	Gadsden	0	Leon	0	Putnam	4
Bradford	1	Gilchrist	0	Levy	2	Saint Johns	4
Brevard	44	Glades	0	Liberty	0	Saint Lucie	15
Broward	113	Gulf	0	Madison	0	Santa Rosa	15
Calhoun	0	Hamilton	0	Manatee	15	Sarasota	13
Charlotte	9	Hardee	0	Marion	5	Seminole	16
Citrus	1	Hendry	1	Martin	10	Sumter	1
Clay	0	Hernando	1	Monroe	1	Suwannee	1
Collier	11	Highlands	3	Nassau	1	Taylor	0
Columbia	6	Hillsborough	31	Okaloosa	5	Union	0
Dade	0	Holmes	1	Okeechobee	1	Volusia	46
DeSoto	10	Indian River	9	Orange	19	Wakulla	1
Dixie	0	Jackson	3	Osceola	1	Walton	0
Duval	0	Jefferson	0	Palm Beach	63	Washington	3

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 - October 2022

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	8	16	24	263
Florida Power & Light Company	5	10	15	388
Florida Public Utilities Company	1	2	3	23
Tampa Electric Company	1	4	5	50
TOTALS**	15	32	47	724

*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 - October 2022

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	1	1	12
Florida Division of Chesapeake Utilities Corporation	0	0	0	5
Florida Public Utilities Company	1	2	3	46
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Florida Public Utilities Company - Indiantown Division	0	0	0	2
Peoples Gas System	1	0	1	11
St. Joe Natural Gas Company, Inc.	0	0	0	1
TOTALS**	2	3	5	78

*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 - October 2022

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 - October 2022

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 - October 2022

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 - October 2022

Company Name	Service*	Billing*	Total	Y-T-D
Alturas Water, LLC	1	0	1	7
CAP Utilities, LLC	0	0	0	1
Coral Cay Water & Sewer Company	0	0	0	2
Crestridge Utilities, LLC	0	0	0	3
CSWR-Florida Utility Operating Company, LLC	1	0	1	3
FIMC Hideaway, Inc.	2	0	2	2
Florida Community Water Systems, Inc.	0	0	0	1
Gator Waterworks, Inc.	0	0	0	2
Grenelefe Resort Utility, Inc.	0	0	0	2
HC Waterworks, Inc.	0	0	0	94
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	1	1	2
LP Waterworks, Inc.	0	0	0	1
Neighborhood Utilities, Inc.	0	0	0	1
OB Utility Systems, L.L.C.	0	0	0	1
Ocala Palms Utilities, LLC	0	0	0	2
Orchid Springs Development Corporation	0	0	0	1
Palm Valley Utilities	0	1	1	1
Parkland Utilities, Inc.	0	0	0	1
Peoples Water Service Company of Florida, Inc.	0	0	0	2
Pinecrest Utilities, LLC	0	0	0	1
Placid Lakes Utilities, Inc.	0	0	0	1
River Grove Utilities, Inc.	0	0	0	1
RSPI MHC, LLC	1	0	1	1
S. V. Utilities, Ltd.	3	0	3	5
Sebring Ridge Utilities, Inc.	0	0	0	1
Seminole Waterworks, Inc.	0	0	0	1
Sunny Hills Utility Company	0	0	0	1
Sunrise Water, LLC	0	0	0	1
Sunshine Utilities of Central Florida, Inc.	0	0	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.

Water & Wastewater Companies - Continued

Complaint Activity - October 2022

Company Name	Service*	Billing*	Total	Y-T-D
Sunshine Water Services	0	2	2	14
Tradewinds Utilities, Inc.	0	0	0	1
Water Management Services, Inc.	0	0	0	2
TOTALS**	8	4	12	161

**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.



FLORIDA
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CONSUMER ACTIVITY REPORT

September 2022

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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 2022

Complaints Received & Entered into CATS		736
Electric	56	
Gas	6	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	14	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		455
Electric	452	
Gas	3	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		72
Electric	72	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		133
Electric	131	
Gas	2	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		2434
Total New Cases Received & Entered into CATS		3170

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	508	844	1352
Mail	4	7	11
Internet	224	1579	1803
Fax	0	4	4
Total	736	2434	3170

Cases by Industry

September 2022

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	54	7%	1577	65%
Natural Gas	6	1%	112	5%
Telecommunications	0	0%	120	5%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	14	2%	76	3%
Non-certificated Company Cases logged**	0	0%	549	23%
Telephone Transfer-Connects (Calls Transferred to Utilities)	455	62%		
E-Transfers	72	10%		
Cases Received & Closed by 3 Day Rule	133	18%		
Total	736	100%	2434	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

September 2022

County	Cases	County	Cases	County	Cases	County	Cases
N/A	19	Escambia	36	Lafayette	0	Pasco	9
Alachua	1	Flagler	18	Lake	4	Pinellas	33
Baker	1	Franklin	0	Lee	10	Polk	16
Bay	10	Gadsden	0	Leon	0	Putnam	1
Bradford	0	Gilchrist	0	Levy	0	Saint Johns	5
Brevard	34	Glades	0	Liberty	0	Saint Lucie	11
Broward	98	Gulf	2	Madison	0	Santa Rosa	6
Calhoun	1	Hamilton	1	Manatee	19	Sarasota	18
Charlotte	6	Hardee	0	Marion	5	Seminole	13
Citrus	4	Hendry	2	Martin	15	Sumter	1
Clay	0	Hernando	0	Monroe	0	Suwannee	0
Collier	7	Highlands	11	Nassau	2	Taylor	0
Columbia	2	Hillsborough	18	Okaloosa	28	Union	0
Dade	0	Holmes	0	Okeechobee	4	Volusia	48
DeSoto	7	Indian River	10	Orange	23	Wakulla	0
Dixie	0	Jackson	2	Osceola	2	Walton	1
Duval	1	Jefferson	1	Palm Beach	65	Washington	1

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 - September 2022

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	15	17	32	239
Florida Power & Light Company	1	14	15	369
Florida Public Utilities Company	0	1	1	20
Tampa Electric Company	3	3	6	45
TOTALS**	19	35	54	673

*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 2022

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	0	0	11
Florida Division of Chesapeake Utilities Corporation	0	0	0	5
Florida Public Utilities Company	1	5	6	43
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Florida Public Utilities Company - Indiantown Division	0	0	0	2
Peoples Gas System	0	0	0	10
St. Joe Natural Gas Company, Inc.	0	0	0	1
TOTALS**	1	5	6	73

*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 2022

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 - September 2022

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 - September 2022

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 - September 2022

Company Name	Service*	Billing*	Total	Y-T-D
Alturas Water, LLC	0	0	0	6
CAP Utilities, LLC	0	0	0	1
Coral Cay Water & Sewer Company	0	0	0	2
Crestridge Utilities, LLC	0	1	1	3
CSWR-Florida Utility Operating Company, LLC	0	0	0	2
Florida Community Water Systems, Inc.	1	0	1	1
Gator Waterworks, Inc.	0	0	0	2
Grenelefe Resort Utility, Inc.	1	0	1	2
HC Waterworks, Inc.	1	0	1	94
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	0	0	1
Neighborhood Utilities, Inc.	0	0	0	1
OB Utility Systems, L.L.C.	0	0	0	1
Ocala Palms Utilities, LLC	0	0	0	2
Orchid Springs Development Corporation	1	0	1	1
Parkland Utilities, Inc.	0	1	1	1
Peoples Water Service Company of Florida, Inc.	0	1	1	2
Pinecrest Utilities, LLC	1	0	1	1
Placid Lakes Utilities, Inc.	0	0	0	1
River Grove Utilities, Inc.	0	0	0	1
S. V. Utilities, Ltd.	2	0	2	2
Sebring Ridge Utilities, Inc.	0	0	0	1
Seminole Waterworks, Inc.	0	0	0	1
Sunny Hills Utility Company	0	0	0	1
Sunrise Water, LLC	0	0	0	1
Sunshine Utilities of Central Florida, Inc.	1	0	1	1
Sunshine Water Services	2	1	3	12
Tradewinds Utilities, Inc.	0	0	0	1
Water Management Services, Inc.	0	0	0	2

**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 - Continued

Complaint Activity - September 2022

Company Name	Service*	Billing*	Total	Y-T-D
TOTALS**	10	4	14	149

**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

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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.

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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.

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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):

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CONSUMER ACTIVITY REPORT

August 2022

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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

August 2022

Complaints Received & Entered into CATS		815
Electric	65	
Gas	10	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	7	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		506
Electric	499	
Gas	6	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		67
Electric	67	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		160
Electric	158	
Gas	2	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		1340
Total New Cases Received & Entered into CATS		2155

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	565	941	1506
Mail	4	12	16
Internet	245	387	632
Fax	1	0	1
Total	815	1340	2155

Cases by Industry

August 2022

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	65	8%	458	34%
Natural Gas	10	1%	70	5%
Telecommunications	0	0%	148	11%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	7	1%	79	6%
Non-certificated Company Cases logged**	0	0%	585	44%
Telephone Transfer-Connects (Calls Transferred to Utilities)	506	62%		
E-Transfers	67	8%		
Cases Received & Closed by 3 Day Rule	160	20%		
Total	815	100%	1340	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

August 2022

County	Cases	County	Cases	County	Cases	County	Cases
N/A	24	Escambia	56	Lafayette	0	Pasco	3
Alachua	1	Flagler	14	Lake	6	Pinellas	33
Baker	0	Franklin	2	Lee	16	Polk	9
Bay	16	Gadsden	0	Leon	0	Putnam	1
Bradford	1	Gilchrist	0	Levy	0	Saint Johns	3
Brevard	41	Glades	0	Liberty	0	Saint Lucie	8
Broward	108	Gulf	0	Madison	0	Santa Rosa	15
Calhoun	0	Hamilton	0	Manatee	20	Sarasota	23
Charlotte	11	Hardee	0	Marion	8	Seminole	19
Citrus	1	Hendry	0	Martin	8	Sumter	0
Clay	0	Hernando	0	Monroe	0	Suwannee	3
Collier	8	Highlands	3	Nassau	5	Taylor	0
Columbia	1	Hillsborough	21	Okaloosa	17	Union	0
Dade	0	Holmes	1	Okeechobee	1	Volusia	48
DeSoto	5	Indian River	10	Orange	22	Wakulla	1
Dixie	0	Jackson	1	Osceola	3	Walton	5
Duval	0	Jefferson	2	Palm Beach	65	Washington	4

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 - August 2022

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	9	24	33	208
Florida Power & Light Company	5	15	20	352
Florida Public Utilities Company	0	4	4	19
Tampa Electric Company	5	3	8	39
TOTALS**	19	46	65	618

*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 - August 2022

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	0	0	11
Florida Division of Chesapeake Utilities Corporation	0	0	0	5
Florida Public Utilities Company	2	8	10	37
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Florida Public Utilities Company - Indiantown Division	0	0	0	2
Peoples Gas System	0	0	0	10
St. Joe Natural Gas Company, Inc.	0	0	0	1
TOTALS**	2	8	10	67

*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 - August 2022

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 - August 2022

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 - August 2022

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 - August 2022

Company Name	Service*	Billing*	Total	Y-T-D
Alturas Water, LLC	0	0	0	6
CAP Utilities, LLC	0	1	1	1
Coral Cay Water & Sewer Company	2	0	2	2
Crestridge Utilities, LLC	0	1	1	2
CSWR-Florida Utility Operating Company, LLC	1	0	1	2
Gator Waterworks, Inc.	0	0	0	2
Grenelefe Resort Utility, Inc.	0	0	0	1
HC Waterworks, Inc.	1	0	1	93
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	0	0	1
Neighborhood Utilities, Inc.	0	0	0	1
OB Utility Systems, L.L.C.	0	0	0	1
Ocala Palms Utilities, LLC	0	0	0	2
Peoples Water Service Company of Florida, Inc.	0	0	0	1
Placid Lakes Utilities, Inc.	0	0	0	1
River Grove Utilities, Inc.	0	0	0	1
Sebring Ridge Utilities, Inc.	0	0	0	1
Seminole Waterworks, Inc.	0	0	0	1
Sunny Hills Utility Company	0	0	0	1
Sunrise Water, LLC	0	0	0	1
Sunshine Water Services	0	1	1	9
Tradewinds Utilities, Inc.	0	0	0	1
Water Management Services, Inc.	0	0	0	2
TOTALS**	4	3	7	135

**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.



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Consumer Access to the FLORIDA PUBLIC SERVICE COMMISSION

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- * 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

July 2022

Complaints Received & Entered into CATS		653
Electric	51	
Gas	6	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	7	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		436
Electric	422	
Gas	14	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		56
Electric	55	
Gas	1	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		97
Electric	96	
Gas	1	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		1186
Total New Cases Received & Entered into CATS		1839

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	485	877	1362
Mail	4	14	18
Internet	164	295	459
Fax	0	0	0
Total	653	1186	1839

Cases by Industry

July 2022

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	50	8%	427	36%
Natural Gas	6	1%	16	1%
Telecommunications	0	0%	156	13%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	7	1%	82	7%
Non-certificated Company Cases logged**	0	0%	505	43%
Telephone Transfer-Connects (Calls Transferred to Utilities)	436	67%		
E-Transfers	56	9%		
Cases Received & Closed by 3 Day Rule	97	15%		
Total	653	100%	1186	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

July 2022

County	Cases	County	Cases	County	Cases	County	Cases
N/A	26	Escambia	45	Lafayette	0	Pasco	1
Alachua	1	Flagler	5	Lake	5	Pinellas	28
Baker	1	Franklin	0	Lee	16	Polk	11
Bay	10	Gadsden	0	Leon	0	Putnam	1
Bradford	0	Gilchrist	1	Levy	0	Saint Johns	5
Brevard	36	Glades	0	Liberty	0	Saint Lucie	15
Broward	81	Gulf	0	Madison	0	Santa Rosa	20
Calhoun	0	Hamilton	0	Manatee	13	Sarasota	23
Charlotte	8	Hardee	0	Marion	5	Seminole	10
Citrus	4	Hendry	4	Martin	9	Sumter	0
Clay	0	Hernando	1	Monroe	0	Suwannee	0
Collier	10	Highlands	6	Nassau	5	Taylor	1
Columbia	0	Hillsborough	17	Okaloosa	14	Union	0
Dade	0	Holmes	2	Okeechobee	1	Volusia	27
DeSoto	2	Indian River	8	Orange	11	Wakulla	0
Dixie	0	Jackson	0	Osceola	1	Walton	1
Duval	0	Jefferson	1	Palm Beach	67	Washington	4

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 2022

Company Name	Service*	Billing*	Total	Y-T-D
TOTALS**	17	33	50	548
Duke Energy	4	16	20	175
Florida Power & Light Company	5	14	19	327
Florida Public Utilities Company	4	1	5	15
Tampa Electric Company	4	2	6	31

*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 2022

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	2	0	2	11
Florida Division of Chesapeake Utilities Corporation	0	1	1	5
Florida Public Utilities Company	1	1	2	27
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Florida Public Utilities Company - Indiantown Division	0	0	0	2
Peoples Gas System	1	0	1	10
St. Joe Natural Gas Company, Inc.	0	0	0	1
TOTALS**	4	2	6	57

*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 2022

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 - July 2022

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 - July 2022

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 - July 2022

Company Name	Service*	Billing*	Total	Y-T-D
Alturas Water, LLC	0	0	0	6
Crestridge Utilities, LLC	0	0	0	1
CSWR-Florida Utility Operating Company, LLC	0	0	0	1
Gator Waterworks, Inc.	0	1	1	2
Grenelefe Resort Utility, Inc.	0	0	0	1
HC Waterworks, Inc.	0	0	0	91
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	0	0	1
Neighborhood Utilities, Inc.	0	0	0	1
OB Utility Systems, L.L.C.	0	0	0	1
Ocala Palms Utilities, LLC	0	0	0	2
Peoples Water Service Company of Florida, Inc.	0	1	1	1
Placid Lakes Utilities, Inc.	0	1	1	1
River Grove Utilities, Inc.	0	1	1	1
Sebring Ridge Utilities, Inc.	0	1	1	1
Seminole Waterworks, Inc.	0	0	0	1
Sunny Hills Utility Company	1	0	1	1
Sunrise Water, LLC	0	0	0	1
Sunshine Water Services	0	0	0	8
Tradewinds Utilities, Inc.	1	0	1	1
Water Management Services, Inc.	0	0	0	2
TOTALS**	2	5	7	127

**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.



FLORIDA
PUBLIC
SERVICE
COMMISSION

CONSUMER ACTIVITY REPORT June 2022

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- * Or WRITE to:

Florida Public Service Commission
Office of Consumer Assistance & Outreach
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview

June 2022

Complaints Received & Entered into CATS		596
Electric	50	
Gas	6	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	48	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		337
Electric	326	
Gas	11	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		65
Electric	63	
Gas	2	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		90
Electric	90	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		1510
Total New Cases Received & Entered into CATS		2106

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	385	917	1302
Mail	40	17	57
Internet	170	575	745
Fax	1	1	2
Total	596	1510	2106

Cases by Industry

June 2022

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	50	8%	728	48%
Natural Gas	6	1%	20	1%
Telecommunications	0	0%	127	8%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	48	8%	75	5%
Non-certificated Company Cases logged**	0	0%	560	37%
Telephone Transfer-Connects (Calls Transferred to Utilities)	337	57%		
E-Transfers	65	11%		
Cases Received & Closed by 3 Day Rule	90	15%		
Total	596	100%	1510	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

June 2022

County	Cases	County	Cases	County	Cases	County	Cases
N/A	20	Escambia	29	Lafayette	0	Pasco	10
Alachua	0	Flagler	10	Lake	14	Pinellas	27
Baker	0	Franklin	1	Lee	7	Polk	19
Bay	14	Gadsden	0	Leon	1	Putnam	1
Bradford	0	Gilchrist	0	Levy	0	Saint Johns	3
Brevard	34	Glades	0	Liberty	0	Saint Lucie	12
Broward	62	Gulf	1	Madison	0	Santa Rosa	11
Calhoun	0	Hamilton	0	Manatee	17	Sarasota	17
Charlotte	9	Hardee	0	Marion	4	Seminole	13
Citrus	1	Hendry	0	Martin	3	Sumter	0
Clay	0	Hernando	2	Monroe	0	Suwannee	1
Collier	14	Highlands	41	Nassau	4	Taylor	2
Columbia	0	Hillsborough	12	Okaloosa	9	Union	0
Dade	0	Holmes	0	Okeechobee	2	Volusia	25
DeSoto	3	Indian River	6	Orange	10	Wakulla	1
Dixie	0	Jackson	3	Osceola	1	Walton	0
Duval	0	Jefferson	2	Palm Beach	54	Washington	0

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 - June 2022

Company Name	Service*	Billing*	Total	Y-T-D
TOTALS**	20	30	50	497
Florida Public Utilities Company	1	3	4	10
Tampa Electric Company	5	2	7	25
Duke Energy	13	14	27	155
Florida Power & Light Company	1	11	12	307

*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 - June 2022

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	1	1	9
Florida Division of Chesapeake Utilities Corporation	0	0	0	4
Florida Public Utilities Company	1	4	5	25
Florida Public Utilities Company - Fort Meade Division	0	0	0	1
Florida Public Utilities Company - Indiantown Division	0	0	0	2
Peoples Gas System	0	0	0	9
St. Joe Natural Gas Company, Inc.	0	0	0	1
TOTALS**	1	5	6	51

*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 - June 2022

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 - June 2022

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 - June 2022

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 - June 2022

Company Name	Service*	Billing*	Total	Y-T-D
Sunshine Water Services	0	2	2	8
Neighborhood Utilities, Inc.	0	0	0	1
Water Management Services, Inc.	0	0	0	2
Gator Waterworks, Inc.	0	0	0	1
Heather Hills Utilities, LLC	0	0	0	1
Sunrise Water, LLC	0	1	1	1
CSWR-Florida Utility Operating Company, LLC	1	0	1	1
Seminole Waterworks, Inc.	1	0	1	1
TOTALS**	44	4	48	121
Alturas Water, LLC	6	0	6	6
Grenelefe Resort Utility, Inc.	0	0	0	1
HC Waterworks, Inc.	36	1	37	92
Holiday Gardens Utilities, LLC	0	0	0	1
Ocala Palms Utilities, LLC	0	0	0	2
Crestridge Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	0	0	1
OB Utility Systems, L.L.C.	0	0	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.

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