



# **CONSUMER ACTIVITY REPORT**

**April 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](mailto: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

April 2026

<b>Complaints Received &amp; Entered into CATS</b>		<b>859</b>
Electric	69	
Gas	38	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	35	
<b>Non-certificated Company Complaints Logged</b>		<b>0</b>
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
<b>Telephone Transfer-Connects (Calls Transferred to Utilities)</b>		<b>441</b>
Electric	411	
Gas	30	
Telecommunications	0	
Water/Wastewater	0	
<b>E-Transfers (E-mails sent to Utilities from the PSC Web site)</b>		<b>121</b>
Electric	114	
Gas	7	
Telecommunications	0	
Water/Wastewater	0	
<b>Cases Received / Closed Under 3 Day Rule</b>		<b>155</b>
Electric	142	
Gas	13	
Telecommunications	0	
Water/Wastewater	0	
<b>Consumer Contacts Received &amp; Entered into CATS.</b>		<b>626</b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>1485</b>

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	484	334	818
Mail	6	7	13
Internet	369	285	654
Fax	0	0	0
<b>Total</b>	<b>859</b>	<b>626</b>	<b>1485</b>

## Cases by Industry

**April 2026**

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	69	8%	241	38%
Natural Gas	38	4%	12	2%
Telecommunications	0	0%	113	18%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	35	4%	55	9%
Non-certificated Company Cases logged**	0	0%	205	33%
Telephone Transfer-Connects (Calls Transferred to Utilities)	441	51%		
E-Transfers	121	14%		
Cases Received & Closed by 3 Day Rule	155	18%		
<b>Total</b>	<b>859</b>	<b>100%</b>	<b>626</b>	<b>100%</b>

Information provided by Consumer Activity Tracking System(CATS).  
Includes contacts from phone calls, letters, faxes and the Internet.

\* Figures have been rounded.

\*\* Non-certificated relates to complaints filed against companies that appear to lack a certificate with PSC.

## Complaints Received by County

**April 2026**

<b>County</b>	<b>Cases</b>	<b>County</b>	<b>Cases</b>	<b>County</b>	<b>Cases</b>	<b>County</b>	<b>Cases</b>
N/A	153	Escambia	27	Lafayette	0	Pasco	12
Alachua	3	Flagler	10	Lake	19	Pinellas	28
Baker	0	Franklin	1	Lee	15	Polk	18
Bay	6	Gadsden	0	Leon	1	Putnam	1
Bradford	0	Gilchrist	0	Levy	1	Saint Johns	4
Brevard	40	Glades	0	Liberty	3	Saint Lucie	21
Broward	60	Gulf	1	Madison	0	Santa Rosa	15
Calhoun	1	Hamilton	0	Manatee	10	Sarasota	20
Charlotte	4	Hardee	0	Marion	13	Seminole	24
Citrus	8	Hendry	0	Martin	6	Sumter	2
Clay	0	Hernando	2	Monroe	1	Suwannee	2
Collier	12	Highlands	5	Nassau	8	Taylor	2
Columbia	2	Hillsborough	11	Okaloosa	6	Union	0
DeSoto	1	Holmes	0	Okeechobee	2	Volusia	36
Dixie	0	Indian River	6	Orange	21	Wakulla	0
Duval	0	Jackson	19	Osceola	4	Walton	0
Miami-Dade	89	Jefferson	1	Palm Beach	97	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 - April 2026

<b>Company Name</b>	<b>Service*</b>	<b>Billing*</b>	<b>Total</b>	<b>Y-T-D</b>
Duke Energy	9	14	23	122
Florida Power & Light Company	9	12	21	79
Florida Public Utilities Company	3	15	18	46
Tampa Electric Company	3	4	7	59
<b>TOTALS**</b>	<b>24</b>	<b>45</b>	<b>69</b>	<b>306</b>

\*Please see Definitions.

\*\*Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.

**Natural Gas Companies**  
**Complaint Activity - April 2026**

<b>Company Name</b>	<b>Service*</b>	<b>Billing*</b>	<b>Total</b>	<b>Y-T-D</b>
Florida City Gas	7	7	14	22
Florida Public Utilities Company	5	16	21	71
Peoples Gas System, Inc.	0	2	2	5
St. Joe Natural Gas Company, Inc.	1	0	1	3
<b>TOTALS**</b>	<b>13</b>	<b>25</b>	<b>38</b>	<b>101</b>

\*Please see Definitions.

\*\*Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.

# Lifeline Complaints

## Complaint Activity - April 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 - April 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 - April 2026

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

\*\*Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.

## Water & Wastewater Companies

### Complaint Activity - April 2026

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	0	0	1
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
Crestridge Utilities, LLC	0	0	0	1
CSWR-Florida Utility Operating Company, LLC	13	1	14	40
Environmental Protection Systems of Pine Island, Inc.	0	0	0	1
Florida Community Water Systems, Inc.	0	1	1	2
Gold Coast Utility Corp.	1	0	1	2
Grenelefe Resort Utility, Inc.	0	0	0	2
K W Resort Utilities Corp.	0	1	1	2
McLeod Gardens Utilities, LLC	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	1
Ni Florida, Inc.	1	0	1	1
North Florida Community Water Systems, Inc.	4	0	4	6
Ocala Palms Utilities, LLC	0	1	1	1
Orchid Springs Development Corporation	0	0	0	1
Palm Valley Utilities	5	1	6	6
Peoples Water Service Company of Florida, Inc.	1	1	2	4
S & L Utilities, Inc.	0	0	0	1
Southwest Ocala Utility, Inc.	0	0	0	1
Sunshine Water Services	0	3	3	16
Vantage Oaks Utility, LLC	0	1	1	1
<b>TOTALS**</b>	<b>25</b>	<b>10</b>	<b>35</b>	<b>95</b>

\*\*Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.

## DEFINITIONS

### **Billing:**

A complaint concerning the amount a customer has been billed or any rule or tariff having to do specifically with the billing of the customer's account.

### **Case:**

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

### **Complaint:**

A form of case that involves a substantial unresolved objection regarding a regulated utility, as it relates to charges, facility operations, or the quality of the services rendered, the disposal of which requires an investigation and/or analysis by PSC staff.

### **Complaint Activity:**

The total number of complaints logged with regulated utilities or resolved within a given period of time.

### **Complaints Logged:**

The number of complaints received from customers filed with the utilities.

### **Complaints Resolved:**

The number of complaints handled by the PSC staff, which determines whether a utility is in apparent violation or apparent nonviolation of PSC rules, company tariffs, or policies.

### **Consumer Activity Tracking System (CATS):**

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

### **Contact:**

A communication with the Commission either in writing (letter, fax, or e-mail), in person, or by telephone relating to a complaint or Consumer Contact that is handled by consumer complaint staff. A contact may be logged into CATS as a new case or it may not be logged as a new case because it is a follow-up to an existing case, is a misdialed call or the caller hangs up during the call.

### **Consumer Contact:**

A form of case that involves providing facts, reference material or other data but does not involve a substantial unresolved objection by a consumer regarding a regulated utility.

### **Service:**

A complaint having to do with the delivery of the service provided by the utility, exclusive of billing concerns.

### **Telephone Transfer Connect (Warm Transfer):**

A call to the PSC can be directly transferred to the utility in question, if the consumer has not yet expressed his concerns to that utility.