



CONSUMER ACTIVITY REPORT

February 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

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
<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 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.