



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.