



CONSUMER ACTIVITY REPORT

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 |
| <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 - 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.

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.