



CONSUMER ACTIVITY REPORT

January 2026

Table of Contents

Consumer Activity Overview	1
Cases by Industry	2
Complaints by County	3
Electric Companies - Complaint Activity	4
Gas Companies - Complaint Activity	5
Lifeline - Complaint Activity	6
Florida Relay - Complaint Activity	7
Pay Telephone Companies - Complaint Activity	8
Water and Wastewater Companies - Complaint Activity	9
Definitions	10

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

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:

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.