



# **CONSUMER ACTIVITY REPORT**

## **July 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 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

July 2025

<b>Complaints Received &amp; Entered into CATS</b>		<b>986</b>
Electric	114	
Gas	14	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	30	
<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>501</b>	
Electric	491	
Gas	10	
Telecommunications	0	
Water/Wastewater	0	
<b>E-Transfers (E-mails sent to Utilities from the PSC Web site)</b>	<b>142</b>	
Electric	140	
Gas	2	
Telecommunications	0	
Water/Wastewater	0	
<b>Cases Received / Closed Under 3 Day Rule</b>	<b>185</b>	
Electric	178	
Gas	7	
Telecommunications	0	
Water/Wastewater	0	
<b>Consumer Contacts Received &amp; Entered into CATS.</b>	<b>1982</b>	
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>2968</b>

<b>Cases Were Received</b>	<b>Complaints</b>	<b>Consumer Contact</b>	<b>Total Cases</b>
Phone	559	653	1212
Mail	3	17	20
Internet	424	1311	1735
Fax	0	1	1
<b>Total</b>	<b>986</b>	<b>1982</b>	<b>2968</b>

## Cases by Industry

**July 2025**

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	114	12%	1338	68%
Natural Gas	14	1%	36	2%
Telecommunications	0	0%	166	8%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	29	3%	86	4%
Non-certificated Company Cases logged**	0	0%	355	18%
Telephone Transfer-Connects (Calls Transferred to Utilities)	501	51%		
E-Transfers	142	14%		
Cases Received & Closed by 3 Day Rule	185	19%		
Total	986	100%	1982	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

**July 2025**

<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	255	Escambia	19	Lafayette	1	Pasco	13
Alachua	2	Flagler	1	Lake	4	Pinellas	43
Baker	0	Franklin	0	Lee	5	Polk	70
Bay	2	Gadsden	0	Leon	0	Putnam	2
Bradford	1	Gilchrist	0	Levy	0	Saint Johns	3
Brevard	28	Glades	0	Liberty	0	Saint Lucie	19
Broward	64	Gulf	0	Madison	2	Santa Rosa	9
Calhoun	1	Hamilton	0	Manatee	11	Sarasota	14
Charlotte	6	Hardee	0	Marion	14	Seminole	41
Citrus	4	Hendry	1	Martin	5	Sumter	2
Clay	1	Hernando	3	Monroe	0	Suwannee	0
Collier	4	Highlands	6	Nassau	6	Taylor	0
Columbia	3	Hillsborough	50	Okaloosa	7	Union	0
DeSoto	7	Holmes	0	Okeechobee	2	Volusia	28
Dixie	0	Indian River	13	Orange	38	Wakulla	0
Duval	0	Jackson	7	Osceola	4	Walton	1
Miami-Dade	98	Jefferson	0	Palm Beach	63	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 - July 2025

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	8	28	36	147
Florida Power & Light Company	2	10	12	96
Florida Public Utilities Company	4	8	12	45
Tampa Electric Company	21	33	54	132
TOTALS**	35	79	114	420

\*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 - July 2025

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	2	2	5
Florida Division of Chesapeake Utilities Corporation	0	0	0	3
Florida Public Utilities Company	3	7	10	69
Peoples Gas System, Inc.	0	2	2	12
St. Joe Natural Gas Company, Inc.	0	0	0	3
<b>TOTALS**</b>	<b>3</b>	<b>11</b>	<b>14</b>	<b>92</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 - July 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 - July 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 - July 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 - July 2025

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	0	0	1
Consolidated Water Works, Inc.	0	0	0	1
Coral Cay Water & Sewer Company	0	0	0	1
Crestridge Utilities, LLC	0	0	0	2
CSWR-Florida Utility Operating Company, LLC	6	2	8	15
East Marion Utilities, LLC	0	0	0	1
Florida Community Water Systems, Inc.	0	0	0	1
Gold Coast Utility Corp.	0	0	0	1
Grenelefe Resort Utility, Inc.	0	0	0	3
Hash Utilities, LLC	0	0	0	1
HC Waterworks, Inc.	0	0	0	2
Heather Hills Utilities, LLC	0	0	0	1
Holiday Gardens Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	1	1	1
NC Real Estate Projects, LLC d/b/a Grenelefe Utility	0	0	0	1
Ni Florida, Inc.	0	0	0	6
North Florida Community Water Systems, Inc.	0	0	0	2
Orange Land Utilities, LLC	1	0	1	1
Orchid Springs Development Corporation	0	0	0	2
Palm Valley Utilities	1	0	1	1
Parkland Utilities, Inc.	0	0	0	1
Peoples Water Service Company of Florida, Inc.	0	1	1	3
Pluris Wedgefield, LLC	0	0	0	1
S. V. Utilities, Ltd.	0	0	0	2
Southwest Ocala Utility, Inc.	0	1	1	2
Sunrise Water, LLC	0	0	0	1
Sunshine Water Services	1	14	15	44
Suwannee Valley Utilities, LLC	0	0	0	1
Tradewinds Utilities, Inc.	1	0	1	1
<b>TOTALS**</b>	<b>10</b>	<b>19</b>	<b>29</b>	<b>101</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.