



# **CONSUMER ACTIVITY REPORT**

**March 2025**

## **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 & 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](mailto: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

March 2025

<b>Complaints Received &amp; Entered into CATS</b>		<b>761</b>
Electric		38
Gas		11
LifeLine		0
Relay		0
Pay Telephone		0
Water/Wastewater		9
<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>494</b>
Electric	483	
Gas	11	
Telecommunications	0	
Water/Wastewater	0	
<b>E-Transfers (E-mails sent to Utilities from the PSC Web site)</b>		<b>82</b>
Electric	81	
Gas	1	
Telecommunications	0	
Water/Wastewater	0	
<b>Cases Received / Closed Under 3 Day Rule</b>		<b>127</b>
Electric	123	
Gas	4	
Telecommunications	0	
Water/Wastewater	0	
<b>Consumer Contacts Received &amp; Entered into CATS.</b>		<b>1452</b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>2213</b>

<b>Cases Were Received</b>	<b>Complaints</b>	<b>Consumer Contact</b>	<b>Total Cases</b>
Phone	515	500	1015
Mail	0	5	5
Internet	246	947	1193
Fax	0	0	0
<b>Total</b>	<b>761</b>	<b>1452</b>	<b>2213</b>

## Cases by Industry

**March 2025**

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	38	5%	846	58%
Natural Gas	11	1%	19	1%
Telecommunications	0	0%	109	8%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	9	1%	183	13%
Non-certificated Company Cases logged**	0	0%	295	20%
Telephone Transfer-Connects (Calls Transferred to Utilities)	494	65%		
E-Transfers	82	11%		
Cases Received & Closed by 3 Day Rule	127	17%		
Total	761	100%	1452	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

**March 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	223	Escambia	21	Lafayette	0	Pasco	3
Alachua	0	Flagler	4	Lake	3	Pinellas	28
Baker	0	Franklin	1	Lee	19	Polk	15
Bay	16	Gadsden	0	Leon	0	Putnam	4
Bradford	0	Gilchrist	0	Levy	0	Saint Johns	1
Brevard	42	Glades	0	Liberty	0	Saint Lucie	7
Broward	74	Gulf	0	Madison	0	Santa Rosa	9
Calhoun	0	Hamilton	2	Manatee	14	Sarasota	17
Charlotte	9	Hardee	0	Marion	10	Seminole	14
Citrus	4	Hendry	0	Martin	4	Sumter	1
Clay	0	Hernando	2	Monroe	0	Suwannee	1
Collier	12	Highlands	7	Nassau	5	Taylor	0
Columbia	1	Hillsborough	10	Okaloosa	5	Union	0
DeSoto	1	Holmes	0	Okeechobee	0	Volusia	30
Dixie	0	Indian River	7	Orange	20	Wakulla	2
Duval	0	Jackson	1	Osceola	4	Walton	0
Miami-Dade	65	Jefferson	2	Palm Beach	39	Washington	1

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 - March 2025

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	6	10	16	45
Florida Power & Light Company	9	1	10	43
Florida Public Utilities Company	1	4	5	15
Tampa Electric Company	4	3	7	36
TOTALS**	20	18	38	139

\*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 - March 2025

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	0	0	1
Florida Division of Chesapeake Utilities Corporation	0	1	1	1
Florida Public Utilities Company	0	8	8	20
Peoples Gas System, Inc.	0	2	2	6
St. Joe Natural Gas Company, Inc.	0	0	0	3
<b>TOTALS**</b>	<b>0</b>	<b>11</b>	<b>11</b>	<b>31</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 - March 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 - March 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 - March 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 - March 2025

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	0	0	1
CSWR-Florida Utility Operating Company, LLC	1	0	1	4
Gold Coast Utility Corp.	0	0	0	1
Grenelefe Resort Utility, Inc.	0	3	3	3
HC Waterworks, Inc.	0	1	1	2
Heather Hills Utilities, LLC	0	0	0	1
NC Real Estate Projects, LLC d/b/a Grenelefe Utility	0	0	0	1
Ni Florida, Inc.	0	0	0	4
North Florida Community Water Systems, Inc.	1	0	1	1
Peoples Water Service Company of Florida, Inc.	0	0	0	2
S. V. Utilities, Ltd.	0	0	0	2
Sunrise Water, LLC	0	0	0	1
Sunshine Water Services	1	2	3	25
Suwannee Valley Utilities, LLC	0	0	0	1
<b>TOTALS**</b>	<b>3</b>	<b>6</b>	<b>9</b>	<b>49</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.