



CONSUMER ACTIVITY REPORT

March 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

March 2026

Complaints Received & Entered into CATS		807
Electric	60	
Gas	27	
LifeLine	0	
Relay	0	
Pay Telephone	0	
Water/Wastewater	14	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		454
Electric	427	
Gas	27	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		105
Electric	96	
Gas	9	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		147
Electric	133	
Gas	14	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		754
Total New Cases Received & Entered into CATS		1561

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	496	445	941
Mail	2	7	9
Internet	309	302	611
Fax	0	0	0
Total	807	754	1561

Cases by Industry

March 2026

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	60	7%	229	30%
Natural Gas	27	3%	11	1%
Telecommunications	0	0%	123	16%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	14	2%	110	15%
Non-certificated Company Cases logged**	0	0%	281	37%
Telephone Transfer-Connects (Calls Transferred to Utilities)	454	56%		
E-Transfers	105	13%		
Cases Received & Closed by 3 Day Rule	147	18%		
Total	807	100%	754	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 2026

County	Cases	County	Cases	County	Cases	County	Cases
N/A	171	Escambia	25	Lafayette	0	Pasco	14
Alachua	0	Flagler	6	Lake	7	Pinellas	33
Baker	2	Franklin	2	Lee	4	Polk	34
Bay	9	Gadsden	0	Leon	0	Putnam	2
Bradford	0	Gilchrist	0	Levy	1	Saint Johns	6
Brevard	31	Glades	0	Liberty	0	Saint Lucie	15
Broward	55	Gulf	1	Madison	0	Santa Rosa	8
Calhoun	1	Hamilton	1	Manatee	7	Sarasota	22
Charlotte	10	Hardee	0	Marion	9	Seminole	19
Citrus	7	Hendry	1	Martin	5	Sumter	2
Clay	0	Hernando	1	Monroe	0	Suwannee	0
Collier	5	Highlands	4	Nassau	7	Taylor	0
Columbia	2	Hillsborough	29	Okaloosa	5	Union	1
DeSoto	0	Holmes	0	Okeechobee	3	Volusia	40
Dixie	0	Indian River	4	Orange	32	Wakulla	0
Duval	1	Jackson	19	Osceola	5	Walton	1
Miami-Dade	81	Jefferson	1	Palm Beach	54	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 2026

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	6	18	24	99
Florida Power & Light Company	4	15	19	55
Florida Public Utilities Company	1	5	6	28
Tampa Electric Company	3	8	11	52
TOTALS**	14	46	60	234

*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 2026

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	1	1	8
Florida Public Utilities Company	4	20	24	50
Peoples Gas System, Inc.	1	0	1	3
St. Joe Natural Gas Company, Inc.	0	1	1	2
TOTALS**	5	22	27	63

*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 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 - March 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 - March 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 - March 2026

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	0	0	1
Cedar Acres Inc	0	0	0	1
Cobblestone II RVG LLC d/b/a River Grove Utility	0	0	0	1
Consolidated Water Works, Inc.	1	0	1	1
Crestridge Utilities, LLC	0	0	0	1
CSWR-Florida Utility Operating Company, LLC	4	2	6	26
Environmental Protection Systems of Pine Island, Inc.	0	0	0	1
Florida Community Water Systems, Inc.	0	0	0	1
Gold Coast Utility Corp.	0	1	1	1
Grenelefe Resort Utility, Inc.	1	0	1	2
K W Resort Utilities Corp.	0	0	0	1
McLeod Gardens Utilities, LLC	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.	0	0	0	2
Orchid Springs Development Corporation	0	0	0	1
Peoples Water Service Company of Florida, Inc.	0	0	0	2
S & L Utilities, Inc.	1	0	1	1
Southwest Ocala Utility, Inc.	0	0	0	1
Sunshine Water Services	1	2	3	13
TOTALS**	9	5	14	60

**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.