



CONSUMER ACTIVITY REPORT

October 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	11

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

October 2025

Complaints Received & Entered into CATS		887
Electric		83
Gas		20
LifeLine		0
Relay		0
Pay Telephone		0
Water/Wastewater		26
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		439
Electric	436	
Gas	3	
Telecommunications	0	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		116
Electric	110	
Gas	6	
Telecommunications	0	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		203
Electric	199	
Gas	4	
Telecommunications	0	
Water/Wastewater	0	
Consumer Contacts Received & Entered into CATS.		2775
Total New Cases Received & Entered into CATS		3662

Cases Were Received	Complaints	Consumer Contact	Total Cases
Phone	490	604	1094
Mail	3	7	10
Internet	394	2164	2558
Fax	0	0	0
Total	887	2775	3662

Cases by Industry

October 2025

	Complaints Logged	Percentage of Total Complaints*	Consumer Contact Logged	Percentage of Total Consumer Contact*
Electric	81	9%	2279	82%
Natural Gas	20	2%	15	1%
Telecommunications	0	0%	183	7%
Lifeline	0	0%		
Relay	0	0%		
Pay Telephone	0	0%		
Water & Wastewater	26	3%	76	3%
Non-certificated Company Cases logged**	0	0%	221	8%
Telephone Transfer-Connects (Calls Transferred to Utilities)	439	49%		
E-Transfers	116	13%		
Cases Received & Closed by 3 Day Rule	203	23%		
Total	887	100%	2775	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

October 2025

County	Cases	County	Cases	County	Cases	County	Cases
N/A	170	Escambia	23	Lafayette	0	Pasco	22
Alachua	1	Flagler	3	Lake	11	Pinellas	42
Baker	1	Franklin	3	Lee	9	Polk	37
Bay	12	Gadsden	0	Leon	0	Putnam	1
Bradford	0	Gilchrist	0	Levy	1	Saint Johns	4
Brevard	33	Glades	0	Liberty	0	Saint Lucie	9
Broward	76	Gulf	0	Madison	1	Santa Rosa	8
Calhoun	0	Hamilton	1	Manatee	12	Sarasota	10
Charlotte	9	Hardee	0	Marion	11	Seminole	28
Citrus	9	Hendry	1	Martin	4	Sumter	0
Clay	0	Hernando	2	Monroe	1	Suwannee	0
Collier	9	Highlands	4	Nassau	9	Taylor	0
Columbia	0	Hillsborough	28	Okaloosa	5	Union	0
DeSoto	0	Holmes	0	Okeechobee	4	Volusia	45
Dixie	0	Indian River	5	Orange	50	Wakulla	1
Duval	1	Jackson	3	Osceola	2	Walton	0
Miami-Dade	100	Jefferson	0	Palm Beach	64	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 - October 2025

Company Name	Service*	Billing*	Total	Y-T-D
Duke Energy	13	29	42	256
Florida Power & Light Company	7	15	22	159
Florida Public Utilities Company	2	2	4	69
Tampa Electric Company	3	10	13	207
TOTALS**	25	56	81	691

*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 - October 2025

Company Name	Service*	Billing*	Total	Y-T-D
Florida City Gas	0	2	2	8
Florida Division of Chesapeake Utilities Corporation	0	0	0	5
Florida Public Utilities Company	3	14	17	123
Florida Public Utilities Company - Indiantown Division	0	0	0	1
Peoples Gas System, Inc.	0	1	1	14
St. Joe Natural Gas Company, Inc.	0	0	0	3
TOTALS**	3	17	20	154

*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 - October 2025

Company Name	Month	Y-T-D
TOTALS**	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.		

Relay Service Complaints
Complaint Activity - October 2025

Company Name	Month	Y-T-D
TOTALS**	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.		

Pay Telephone Complaints
Complaint Activity - October 2025

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 - October 2025

Company Name	Service*	Billing*	Total	Y-T-D
CAP Utilities, LLC	0	2	2	3
Cobblestone II RVG LLC d/b/a River Grove Utility	0	0	0	1
Consolidated Water Works, Inc.	0	0	0	1
Coral Cay Water & Sewer Company	0	0	0	1
CPI Citrus Park Utility TRS, L.L.C.	1	0	1	1
Crestridge Utilities, LLC	0	0	0	2
CSWR-Florida Utility Operating Company, LLC	4	0	4	52
East Marion Utilities, LLC	0	0	0	1
FIMC Hideaway, 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	2
K W Resort Utilities Corp.	0	1	1	1
Leighton Estates Utilities, LLC	0	0	0	1
LP Waterworks, Inc.	0	0	0	1
Marion Utilities, Inc.	1	0	1	1
Mobile Manor Water Company, Inc.	0	0	0	1
NC Real Estate Projects, LLC d/b/a Grenelefe Utility	1	0	1	3
Ni Florida, Inc.	0	1	1	9
North Florida Community Water Systems, Inc.	0	1	1	4
Orange Land Utilities, LLC	5	0	5	6
Orchid Springs Development Corporation	0	0	0	3
Palm Valley Utilities	0	0	0	1
Parkland Utilities, Inc.	0	0	0	60
Peoples Water Service Company of Florida, Inc.	1	2	3	9
Pluris Wedgefield, LLC	0	1	1	4
S. V. Utilities, Ltd.	0	0	0	2

**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 - Continued

Complaint Activity - October 2025

Company Name	Service*	Billing*	Total	Y-T-D
Southwest Ocala Utility, Inc.	0	0	0	4
Sunrise Water, LLC	0	0	0	1
Sunshine Water Services	2	3	5	60
Suwannee Valley Utilities, LLC	0	0	0	1
TOTALS**	15	11	26	245

**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.