

UTILITIES, INC. OF FLORIDA

Docket No. 020071-WS

25-30.440(9)

Customer Complaints

Test Year Ended December 31, 2001

Exhibit 3

DOCUMENT NUMBER DATE

06711 JUN 28 2001

FPSC-COMMISSION CLERK

REPORT UBRSCR (180) SUMMARY SERVICE ORDER REPORT PAGE 2
 CLOSED CORPORATION "090" AND WITH ALL TYPES FOR ORDERS FROM 01/01/01 TO 12/31/01

OFF	OSUB	SUBDIV	DESCRIPTION	A 1	A 2	A 3	A 4	A 5	A 6	A 7	A 8	A 9	A 10	A 11	A 12	A 13	A 14	A 15	A 16	A 17	A 18	A 19	A 20	A 21	A 22	A 23	A 24	A 25
				Q26	Q27	Q28	Q29	Q30	Q31	Q32	Q33	Q34	Q35	Q36	Q37	Q38	Q39	Q40	Q41	Q42	Q43	Q44	Q45	Q46	Q47	Q48	Q49	Q50
FL	00630	GOLDEN HILLS		8	5						15		54		57	16	17	3		26	4		5	2	3		2	
				2	2	6	1	2	3	2	1							1		1	2		1					
FL	00635	CROWNWOOD		3	4								14		15	7	10			6		1	4		1		1	
						1					1																	
FL	00637	LAKE TARPON MOBIL		14	14								33		56	3	10	4	2	40		1	11	5	30		4	
						4	1			3	1										4	2						
FL	TOTALS			118	294			2		6	77		21082		21001	356	647	58	32	369	49	17	293	416	199		67	115
				14	11	51	78	9	7	60	8	2	34	3		6	1	3	3	52	9	3	2					
GRAND	TOTAL			118	294			2		6	77		21082		21001	356	647	58	32	369	49	17	293	416	199		67	115
				14	11	51	78	9	7	60	8	2	34	3		6	1	3	3	52	9	3	2					

Service Order Information

ORDER NUMBER - 624861

00151 779150 1 -7915 WHITCOMB

LENDORA R JONES

219 795-1096

1-Type- 2-Sub-

3-Flid Oper-

4-Due Dt-

5-Follow-

A 1 HIGH BILL	A18 READ METER	Q36 CLOGGED SEWER
A 2 BROKEN/REPLACE METER	A19 TEST METER	Q37 ODOR IN SEWER
A 3 MOVING/SPINNING MTR	A20 MISC SERVICE ORDER	Q38 NOISE IN SEWER
A 4 METER HEAD LOOSE	A21 HIGH/LOW CONSUMPTION	Q39 LIFT STATION SEWER
A 5 STUCK/FROZEN METER	A22 TEMP SERVICE ON/OFF	Q40 LAWN REPAIR/SEWER
A 6 BROKEN REMOTE WIRE	A23 VACANT STATUS	Q41 MISC SWR COMPLAINT
A 7 INSTALL MTR/REMOTE	A24 MISC ACCT ADJUSTMENT	Q42 MISC WTR COMPLAINT
A 8 WATER TAP	A25 PAYMENT EXTENSION	Q43 NO WATER
A 9 SEWER TAP	Q26 MAIN BREAK WATER	Q44 HIGH/LOW PH
A10 RE-READ METER	Q27 BROKEN SERU LINE WTR	Q45 ROAD REPAIR W/S
A11 MISC ACCT COMPLAINT	Q28 HIGH/LOW PRESSURE W	Q46 NOT OUR PROBLEM
A12 FINAL/NEW READ	Q29 DISCOLORED WATER	Q47
A13 TURN ON SERVICE	Q30 MINERAL AMOUNT WATER	Q48
A14 SHUT OFF SERVICE	Q31 AIR IN WATER	Q49 S/O ENTERED IN ERROR
A15 LOCATE LINE/VALVE	Q32 TASTE/ODOR OF WATER	Q50 SERVICE ORDER TEST
A16 REPLACE MTR CUR/BOX	Q33 LAWN REPAIR/WATER	
A17 LEAK	Q34 MAIN BREAK SEWER	
	Q35 BROKEN SERU SEWER	