

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 20200051-GU - Petition for rate increase by Peoples Gas System.

WITNESS: Direct Testimony of **Rhonda L. Hicks**, Florida Public Service Commission;
Appearing on Behalf of the Staff of the Florida Public Service Commission.

DATE FILED: August 31, 2020

1 DIRECT TESTIMONY OF RHONDA L. HICKS

2 Q. Please state your name and address.

3 A. My name is Rhonda L. Hicks. My address is 2540 Shumard Oak Boulevard;
4 Tallahassee, Florida; 32399-0850.

5 Q. By whom are you employed and in what capacity?

6 A. I am employed by the Florida Public Service Commission (FPSC or Commission) as
7 Chief of the Bureau of Consumer Assistance in the Office of Consumer Assistance &
8 Outreach.

9 Q. Please give a brief description of your educational background and professional
10 experience.

11 A. I graduated from Florida A&M University in 1986 with a Bachelor of Science degree
12 in Accounting. I have worked for the Commission for more than 34 years, and I have
13 varied experience in the electric, gas, telephone, and water and wastewater industries.
14 My work experience includes rate cases, cost recovery clauses, depreciation studies,
15 tax, audit, consumer outreach, and consumer complaints. During the course of my
16 career at the Commission, I have testified in numerous dockets involving varied
17 industries regulated by the Commission. I currently work in the Bureau of Consumer
18 Assistance within the Office of Consumer Assistance & Outreach where I manage
19 consumer complaints and inquiries.

20 Q. What is the function of the Bureau of Consumer Assistance?

21 A. The Bureau's function is to resolve disputes between regulated companies and their
22 customers as quickly, effectively, and inexpensively as possible.

23 Q. Do all consumers that have a dispute with their regulated company contact the Bureau
24 of Consumer Assistance?

25 A. No. Consumers may initially file their complaint with the regulated company and

1 reach a resolution without the Bureau's intervention. In fact, consumers are encouraged
2 to allow the regulated company the opportunity to resolve the dispute prior to any
3 Commission involvement.

4 Q. What is the purpose of your testimony?

5 A. The purpose of my testimony is to discuss/outline the number of consumer complaints
6 logged with the Commission against Peoples Gas Company under Rule 25-22.032,
7 Florida Administrative Code, Consumer Complaints, from August 27, 2015, through
8 August 27, 2020. My testimony will also provide information on the type of
9 complaints logged and those complaints that appear to be rule violations.

10 Q. What do your records indicate concerning the number of complaints logged against
11 Peoples Gas Company?

12 A. From August 27, 2015, through August 27, 2020, the Commission logged 462
13 complaints against Peoples Gas Company. Of those, 259 complaints were transferred
14 directly to the company for resolution via the Commission's Transfer-Connect (Warm-
15 Transfer) System. This system allows the Commission to directly transfer a customer
16 to Peoples Gas Company's customer service personnel. Once the call is transferred to
17 Peoples Gas Company, the Company can provide the customer with a proposed
18 resolution.

19 Q. What have been the most common types of complaints logged against Peoples Gas
20 Company during the period August 27, 2015, through August 27, 2020?

21 A. During the specified time period, approximately forty-seven (47%) percent of the
22 complaints logged with the Commission concerned billing issues, while approximately
23 fifty-three (53%) percent of the complaints involved quality of service issues.

24 Q. Do you have any exhibits attached to your testimony?

25 A. Yes. I am sponsoring Exhibits RLH-1 and RLH-2, which are listings of customer

1 | complaints logged with the Commission against Peoples Gas Company under Rule 25-
2 | 22.032, Florida Administrative Code. The complaints listed were received between
3 | August 27, 2015, through August 27, 2020, and were captured in the Commission's
4 | Consumer Activity Tracking System (CATS). Exhibit RLH-1 lists quality of service
5 | complaints and Exhibit RLH-2 lists billing complaints. Both exhibits group the
6 | complaints by Close Type.

7 | Q. What is a Close Type?

8 | A. A Close Type is an internal categorization code. It is assigned to each complaint once
9 | staff completes its investigation, and a proposed resolution is provided to the
10 | consumer.

11 | Q. Do you have any additional exhibits?

12 | A. Yes. Exhibit RLH-3 is a listing of complaints resolved as Close Type GI-02, Courtesy
13 | Call/Warm Transfer.

14 | Q. Can you explain Close Type GI-02?

15 | A. Yes. Peoples Gas Company participates in the Commission's Transfer-Connect
16 | (Warm-Transfer) System. This system allows the Commission to directly transfer a
17 | customer to the company's customer service personnel. Once the call is transferred to
18 | Peoples Gas Company, it provides the customer with a proposed resolution. Customers
19 | who are not satisfied with the company's proposed resolution have the option of
20 | recontacting the Commission. While the Commission is able to categorize each of the
21 | complaints in the GI-02 category, a specific Close Type is not assigned because the
22 | proposed resolution is provided by Peoples Gas Company. Consequently, the GI-02
23 | Close Type only allows staff to monitor the number of complaints resolved via the
24 | Commission's Transfer-Connect System.

25 | Q. How many of the complaints summarized on your exhibit has staff determined

1 | may be a violation of Commission rules?

2 | A. Staff determined that, of the 462 complaints logged against Peoples Gas Company
3 | during the period August 27, 2015, through August 27, 2020, none of those complaints
4 | appear to demonstrate a violation of Commission rules.

5 | Q. Does this conclude your testimony?

6 | A. Yes, it does.

7 |

8 |

9 |

10 |

11 |

12 |

13 |

14 |

15 |

16 |

17 |

18 |

19 |

20 |

21 |

22 |

23 |

24 |

25 |

Exhibits

Case Number	Enter Date	County	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1200030G	12/16/2015	Orange	S	GI-11	REPAIR SERVICE	FALSE	1/29/2016
1223803G	9/29/2016	Pinellas	S	GI-11	REPAIR SERVICE	FALSE	11/16/2016
1225271G	10/14/2016	Orange	S	GI-11	REPAIR SERVICE	FALSE	2/20/2017
1255939G	9/27/2017	Broward	S	GI-11	REPAIR SERVICE	FALSE	11/1/2017
1325067G	10/29/2019	PALM BEACH	S	GI-11	REPAIR SERVICE	FALSE	12/17/2019
1336940G	5/5/2020	BROWARD	S	GI-11	REPAIR SERVICE	FALSE	5/18/2020
1197557G	11/13/2015	Dade	S	GI-17	SAFETY ISSUES	FALSE	1/5/2016
1209455G	4/6/2016	Palm Beach	S	GI-17	SAFETY ISSUES	FALSE	5/18/2016
1218638G	7/29/2016	Orange	S	GI-17	SAFETY ISSUES	FALSE	9/9/2016
1286835G	8/31/2018	Broward	S	GI-17	SAFETY ISSUES	FALSE	10/23/2018
1314910G	8/1/2019	Palm Beach	S	GI-17	SAFETY ISSUES	FALSE	9/16/2019
1224301G	10/5/2016	Orange	S	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	11/16/2016
1212336G	5/11/2016	Sarasota	S	GI-28	IMPROPER DISCONNECT (ADDED 7/03)	FALSE	6/21/2016
1212388G	5/12/2016	Pinellas	S	GI-28	IMPROPER DISCONNECT (ADDED 7/03)	FALSE	6/21/2016
1226758G	11/1/2016	Pinellas	S	GI-28	IMPROPER DISCONNECT (ADDED 7/03)	FALSE	2/17/2017
1245033G	6/13/2017	Hillsborough	S	GI-28	IMPROPER DISCONNECT (ADDED 7/03)	FALSE	7/26/2017
1246320G	6/30/2017	Sarasota	S	GI-28	IMPROPER DISCONNECT (ADDED 7/03)	FALSE	8/10/2017
1259742G	10/30/2017	Dade	S	GI-28	IMPROPER DISCONNECT (ADDED 7/03)	FALSE	12/15/2017
1261031G	11/7/2017	Palm Beach	S	GI-28	IMPROPER DISCONNECT (ADDED 7/03)	FALSE	12/15/2017
1274010G	3/22/2018	Broward	S	GI-28	IMPROPER DISCONNECT (ADDED 7/03)	FALSE	4/18/2018
1277037G	5/1/2018	Sarasota	S	GI-28	IMPROPER DISCONNECT (ADDED 7/03)	FALSE	6/18/2018
1286969G	9/4/2018	Broward	S	GI-28	IMPROPER DISCONNECT (ADDED 7/03)	FALSE	10/15/2018
1294976G	12/13/2018	Palm Beach	S	GI-28	IMPROPER DISCONNECT (ADDED 7/03)	FALSE	1/31/2019
1297098G	1/11/2019	Orange	S	GI-28	IMPROPER DISCONNECT (ADDED 7/03)	FALSE	2/21/2019
1319781G	8/26/2019	Collier	S	GI-28	IMPROPER DISCONNECT (ADDED 7/03)	FALSE	9/30/2019
1322493G	9/30/2019	HILLSBOROUGH	S	GI-28	IMPROPER DISCONNECT (ADDED 7/03)	FALSE	11/8/2019

Case Number	Enter Date	County	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1192217G	9/17/2015	Orange	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	10/30/2015
1193122G	9/25/2015	Broward	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	10/30/2015
1194694G	10/12/2015	Palm Beach	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	11/24/2015
1198306G	11/23/2015	Orange	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	12/29/2015
1199399G	12/9/2015	Broward	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	1/15/2016
1206978G	3/3/2016	Broward	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	4/12/2016
1211014G	4/26/2016	Pinellas	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	7/13/2016
1211794G	5/5/2016	Sarasota	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	6/13/2016
1212374G	5/12/2016	Pinellas	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	6/27/2016
1212512G	5/13/2016	Dade	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	6/21/2016
1213801G	6/2/2016	Dade	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	7/11/2016
1217497G	7/18/2016	Broward	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	8/24/2016
1227829G	11/15/2016	Dade	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	12/30/2016
1236238G	2/15/2017	Broward	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	3/29/2017
1241595G	4/21/2017	Osceola	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	5/31/2017
1262912G	11/28/2017	Dade	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	1/12/2018
1274929G	4/4/2018	Pinellas	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	5/9/2018
1284190G	7/31/2018	Manatee	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	9/5/2018
1298312G	1/25/2019	Broward	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	3/12/2019
1322049G	9/24/2019	PINELLAS	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	10/29/2019
1324612G	10/25/2019	OSCEOLA	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	12/17/2019
1330313G	1/6/2020	MIAMI-DADE	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	2/11/2020
1333794G	3/2/2020	BROWARD	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	3/23/2020
1338715G	6/12/2020	BROWARD	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	7/20/2020
1339942G	7/8/2020	BROWARD	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	8/17/2020
1339969G	7/9/2020	BROWARD	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	8/25/2020
1191069G	9/4/2015	Broward	S	GI-30	QUALITY OF SERVICE (ADDED 7/03)	FALSE	10/12/2015
1195803G	10/23/2015	Sumter	S	GI-30	QUALITY OF SERVICE (ADDED 7/03)	FALSE	12/7/2015
1204976G	2/9/2016	Orange	S	GI-30	QUALITY OF SERVICE (ADDED 7/03)	FALSE	3/16/2016

Case Number	Enter Date	County	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1206630G	2/29/2016	Pinellas	S	GI-30	QUALITY OF SERVICE (ADDED 7/03)	FALSE	4/8/2016
1206915G	3/3/2016	Lake	S	GI-30	QUALITY OF SERVICE (ADDED 7/03)	FALSE	4/8/2016
1218674G	8/1/2016	Broward	S	GI-30	QUALITY OF SERVICE (ADDED 7/03)	FALSE	9/9/2016
1221025G	8/24/2016	Hillsborough	S	GI-30	QUALITY OF SERVICE (ADDED 7/03)	FALSE	9/30/2016
1224566G	10/10/2016	Sarasota	S	GI-30	QUALITY OF SERVICE (ADDED 7/03)	FALSE	11/16/2016
1229089G	11/28/2016	Broward	S	GI-30	QUALITY OF SERVICE (ADDED 7/03)	FALSE	1/13/2017
1236010G	2/13/2017	Manatee	S	GI-30	QUALITY OF SERVICE (ADDED 7/03)	FALSE	4/7/2017
1284296G	8/1/2018	Dade	S	GI-30	QUALITY OF SERVICE (ADDED 7/03)	FALSE	9/5/2018
1287043G	9/4/2018	Dade	S	GI-30	QUALITY OF SERVICE (ADDED 7/03)	FALSE	10/15/2018
1295131G	12/14/2018	Lake	S	GI-30	QUALITY OF SERVICE (ADDED 7/03)	FALSE	1/18/2019
1299244G	2/5/2019	Broward	S	GI-30	QUALITY OF SERVICE (ADDED 7/03)	FALSE	3/12/2019
1328291G	12/4/2019	MARION	S	GI-30	QUALITY OF SERVICE (ADDED 7/03)	FALSE	1/8/2020
1192581G	9/21/2015	Pinellas	S	GI-72	72 HOUR CLOSE OUTS	FALSE	9/23/2015
1193597G	9/30/2015	Collier	S	GI-72	72 HOUR CLOSE OUTS	FALSE	10/2/2015
1195007G	10/15/2015	Pinellas	S	GI-72	72 HOUR CLOSE OUTS	FALSE	10/20/2015
1197645G	11/13/2015	Dade	S	GI-72	72 HOUR CLOSE OUTS	FALSE	11/19/2015
1199069G	12/4/2015	Lake	S	GI-72	72 HOUR CLOSE OUTS	FALSE	12/7/2015
1204101G	2/1/2016	Orange	S	GI-72	72 HOUR CLOSE OUTS	FALSE	2/5/2016
1204751G	2/8/2016	Broward	S	GI-72	72 HOUR CLOSE OUTS	FALSE	2/11/2016
1204861G	2/8/2016	Broward	S	GI-72	72 HOUR CLOSE OUTS	FALSE	2/11/2016
1204880G	2/8/2016	Duval	S	GI-72	72 HOUR CLOSE OUTS	FALSE	2/11/2016
1204947G	2/9/2016	Volusia	S	GI-72	72 HOUR CLOSE OUTS	FALSE	2/15/2016
1207649G	3/14/2016	Orange	S	GI-72	72 HOUR CLOSE OUTS	FALSE	3/16/2016
1215197G	6/21/2016	Orange	S	GI-72	72 HOUR CLOSE OUTS	FALSE	6/23/2016
1229234G	11/29/2016	Lake	S	GI-72	72 HOUR CLOSE OUTS	FALSE	11/30/2016
1233065G	1/12/2017	Saint Johns	S	GI-72	72 HOUR CLOSE OUTS	FALSE	1/17/2017
1236251G	2/15/2017	Polk	S	GI-72	72 HOUR CLOSE OUTS	FALSE	2/16/2017
1240795G	4/11/2017	Marion	S	GI-72	72 HOUR CLOSE OUTS	FALSE	4/12/2017
1250536G	8/16/2017	Manatee	S	GI-72	72 HOUR CLOSE OUTS	FALSE	8/22/2017
1268613G	1/25/2018	Saint Johns	S	GI-72	72 HOUR CLOSE OUTS	FALSE	1/26/2018

Case Number	Enter Date	County	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1271379G	2/21/2018	Manatee	S	GI-72	72 HOUR CLOSE OUTS	FALSE	2/22/2018
1276737G	4/27/2018	Manatee	S	GI-72	72 HOUR CLOSE OUTS	FALSE	5/2/2018
1277278G	5/4/2018	Manatee	S	GI-72	72 HOUR CLOSE OUTS	FALSE	5/8/2018
1278890G	5/29/2018	Broward	S	GI-72	72 HOUR CLOSE OUTS	FALSE	6/1/2018
1288072G	9/17/2018	Marion	S	GI-72	72 HOUR CLOSE OUTS	FALSE	9/20/2018
1292829G	11/15/2018	Seminole	S	GI-72	72 HOUR CLOSE OUTS	FALSE	11/19/2018
1298829G	1/31/2019	Volusia	S	GI-72	72 HOUR CLOSE OUTS	FALSE	2/1/2019
1303286G	3/8/2019	Polk	S	GI-72	72 HOUR CLOSE OUTS	FALSE	3/13/2019
1310088G	6/10/2019	Manatee	S	GI-72	72 HOUR CLOSE OUTS	FALSE	6/14/2019
1323036G	10/7/2019	Dade	S	GI-72	72 HOUR CLOSE OUTS	FALSE	10/10/2019
1329956G	12/30/2019	HILLSBOROUGH	S	GI-72	72 HOUR CLOSE OUTS	FALSE	1/2/2020
1330971G	1/15/2020	ORANGE	S	GI-72	72 HOUR CLOSE OUTS	FALSE	1/17/2020
1331447G	1/24/2020	MANATEE	S	GI-72	72 HOUR CLOSE OUTS	FALSE	1/28/2020
1331817G	1/30/2020	PINELLAS	S	GI-72	72 HOUR CLOSE OUTS	FALSE	2/4/2020
1332785G	2/18/2020	DUVAL	S	GI-72	72 HOUR CLOSE OUTS	FALSE	2/20/2020
1334359G	3/11/2020	BROWARD	S	GI-72	72 HOUR CLOSE OUTS	FALSE	3/16/2020
1339236G	6/23/2020	PALM BEACH	S	GI-72	72 HOUR CLOSE OUTS	FALSE	6/26/2020
1342402G	8/19/2020	ORANGE	S			FALSE	
1342559G	8/21/2020	BROWARD	S			FALSE	

Case Number	Enter Date	County	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1275780G	4/16/2018	Pinellas	B	GI-05	HIGH BILL	FALSE	7/13/2018
1299998G	2/14/2019	Manatee	B	GI-05	HIGH BILL	FALSE	3/12/2019
1217352G	7/15/2016	Duval	B	GI-08	RULES & TARIFFS	FALSE	8/29/2016
1192255G	9/17/2015	Sarasota	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	11/12/2015
1197382G	11/10/2015	Pinellas	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	12/11/2015
1198063G	11/19/2015	Hillsborough	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	2/3/2016
1198564G	11/30/2015	Volusia	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	1/12/2016
1199258G	12/8/2015	Saint Johns	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	1/12/2016
1204215G	2/1/2016	Orange	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	3/14/2016
1206865G	3/2/2016	Broward	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	4/8/2016
1207687G	3/14/2016	Broward	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	4/25/2016
1208014G	3/17/2016	Lake	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	6/23/2016
1217267G	7/15/2016	Manatee	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	8/5/2016
1217788G	7/20/2016	Lake	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	8/24/2016
1236113G	2/14/2017	Hillsborough	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	3/29/2017
1238822G	3/13/2017	Sarasota	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	4/18/2017
1248010G	7/21/2017	Collier	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	8/29/2017
1248887G	8/1/2017	Pinellas	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	9/26/2017
1249587G	8/8/2017	Bay	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	12/12/2017
1270235G	2/9/2018	Dade	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	3/19/2018
1275891G	4/17/2018	Collier	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	5/23/2018
1277628G	5/9/2018	Broward	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	10/25/2019
1280252G	6/14/2018	BROWARD	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	12/18/2019
1282756G	7/16/2018	Volusia	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	8/22/2018
1293896G	12/3/2018	Pinellas	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	1/8/2019
1301170G	2/27/2019	Duval	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	4/3/2019
1312821G	7/11/2019	Manatee	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	8/15/2019
1313473G	7/18/2019	Broward	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	8/23/2019
1321944G	9/23/2019	Volusia	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	10/28/2019

Case Number	Enter Date	County	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1327212G	11/15/2019	COLLIER	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	12/20/2019
1327818G	11/25/2019	MIAMI-DADE	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	12/30/2019
1327990G	12/2/2019	VOLUSIA	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	1/6/2020
1328956G	12/13/2019	ORANGE	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	1/17/2020
1331136G	1/17/2020	MIAMI-DADE	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	3/4/2020
1332909G	2/20/2020	PALM BEACH	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	4/22/2020
1334579G	3/16/2020	HILLSBOROUGH	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	5/1/2020
1337334G	5/13/2020	BAY	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	6/18/2020
1338349G	6/5/2020	OSCEOLA	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	7/30/2020
1339699G	7/6/2020	MIAMI-DADE	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	8/10/2020
1342003G	8/14/2020	MANATEE	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	8/27/2020
1205180G	2/11/2016	Sarasota	B	GI-32	PROCESS REVIEW CASE	FALSE	3/15/2016
1212773G	5/18/2016	Manatee	B	GI-32	PROCESS REVIEW CASE	FALSE	7/29/2016
1267898G	1/17/2018	Hillsborough	B	GI-32	PROCESS REVIEW CASE	FALSE	3/22/2019
1200238G	12/21/2015	Duval	B	GI-72	72 HOUR CLOSE OUTS	FALSE	12/28/2015
1203491G	1/25/2016	Bay	B	GI-72	72 HOUR CLOSE OUTS	FALSE	1/27/2016
1204750G	2/8/2016	Sarasota	B	GI-72	72 HOUR CLOSE OUTS	FALSE	2/11/2016
1209727G	4/8/2016	Manatee	B	GI-72	72 HOUR CLOSE OUTS	FALSE	4/13/2016
1222446G	9/13/2016	Manatee	B	GI-72	72 HOUR CLOSE OUTS	FALSE	9/19/2016
1225338G	10/17/2016	Manatee	B	GI-72	72 HOUR CLOSE OUTS	FALSE	10/19/2016
1237444G	2/28/2017	Marion	B	GI-72	72 HOUR CLOSE OUTS	FALSE	3/3/2017
1238531G	3/8/2017	Manatee	B	GI-72	72 HOUR CLOSE OUTS	FALSE	3/14/2017
1238634G	3/9/2017	Broward	B	GI-72	72 HOUR CLOSE OUTS	FALSE	3/14/2017
1243748G	5/24/2017	Osceola	B	GI-72	72 HOUR CLOSE OUTS	FALSE	5/30/2017
1244708G	6/8/2017	Lee	B	GI-72	72 HOUR CLOSE OUTS	FALSE	6/14/2017
1244752G	6/8/2017	Manatee	B	GI-72	72 HOUR CLOSE OUTS	FALSE	6/14/2017
1246914G	7/10/2017	Pinellas	B	GI-72	72 HOUR CLOSE OUTS	FALSE	7/14/2017
1247155G	7/12/2017	Saint Johns	B	GI-72	72 HOUR CLOSE OUTS	FALSE	7/13/2017
1248207G	7/24/2017	Duval	B	GI-72	72 HOUR CLOSE OUTS	FALSE	7/27/2017
1249029G	8/2/2017	Collier	B	GI-72	72 HOUR CLOSE OUTS	FALSE	8/8/2017
1251207G	8/24/2017	Hillsborough	B	GI-72	72 HOUR CLOSE OUTS	FALSE	8/30/2017

Case Number	Enter Date	County	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1256333G	10/2/2017	Palm Beach	B	GI-72	72 HOUR CLOSE OUTS	FALSE	10/3/2017
1256600G	10/4/2017	Manatee	B	GI-72	72 HOUR CLOSE OUTS	FALSE	10/9/2017
1258234G	10/17/2017	Bay	B	GI-72	72 HOUR CLOSE OUTS	FALSE	10/18/2017
1262811G	11/27/2017	Seminole	B	GI-72	72 HOUR CLOSE OUTS	FALSE	11/30/2017
1264438G	12/11/2017	Bay	B	GI-72	72 HOUR CLOSE OUTS	FALSE	12/13/2017
1266428G	1/2/2018	Lee	B	GI-72	72 HOUR CLOSE OUTS	FALSE	1/5/2018
1267630G	1/16/2018	Manatee	B	GI-72	72 HOUR CLOSE OUTS	FALSE	1/22/2018
1269364G	2/1/2018	Orange	B	GI-72	72 HOUR CLOSE OUTS	FALSE	2/5/2018
1269664G	2/5/2018	Orange	B	GI-72	72 HOUR CLOSE OUTS	FALSE	2/8/2018
1279588G	6/6/2018	Broward	B	GI-72	72 HOUR CLOSE OUTS	FALSE	6/8/2018
1283230G	7/20/2018	Manatee	B	GI-72	72 HOUR CLOSE OUTS	FALSE	7/25/2018
1285538G	8/16/2018	Hillsborough	B	GI-72	72 HOUR CLOSE OUTS	FALSE	8/20/2018
1286158G	8/23/2018	Duval	B	GI-72	72 HOUR CLOSE OUTS	FALSE	8/29/2018
1294537G	12/10/2018	Sumter	B	GI-72	72 HOUR CLOSE OUTS	FALSE	12/12/2018
1300941G	2/25/2019	Marion	B	GI-72	72 HOUR CLOSE OUTS	FALSE	2/28/2019
1304880G	3/28/2019	Palm Beach	B	GI-72	72 HOUR CLOSE OUTS	FALSE	4/2/2019
1310827G	6/18/2019	Saint Johns	B	GI-72	72 HOUR CLOSE OUTS	FALSE	6/21/2019
1313985G	7/24/2019	Manatee	B	GI-72	72 HOUR CLOSE OUTS	FALSE	7/26/2019
1317567G	8/12/2019	Palm Beach	B	GI-72	72 HOUR CLOSE OUTS	FALSE	8/14/2019
1322740G	10/2/2019	Seminole	B	GI-72	72 HOUR CLOSE OUTS	FALSE	10/8/2019
1322787G	10/2/2019	Lake	B	GI-72	72 HOUR CLOSE OUTS	FALSE	10/7/2019
1326752G	11/8/2019	BROWARD	B	GI-72	72 HOUR CLOSE OUTS	FALSE	11/14/2019
1332631G	2/14/2020	BAY	B	GI-72	72 HOUR CLOSE OUTS	FALSE	2/19/2020
1333522G	2/28/2020	SARASOTA	B	GI-72	72 HOUR CLOSE OUTS	FALSE	3/2/2020
1336602G	4/29/2020	BROWARD	B	GI-72	72 HOUR CLOSE OUTS	FALSE	5/4/2020
1336697G	4/30/2020	BROWARD	B	GI-72	72 HOUR CLOSE OUTS	FALSE	5/19/2020
1338354G	6/5/2020	SUMTER	B	GI-72	72 HOUR CLOSE OUTS	FALSE	6/8/2020
1339200G	6/23/2020	SUMTER	B	GI-72	72 HOUR CLOSE OUTS	FALSE	6/26/2020
1339365G	6/26/2020	SUMTER	B	GI-72	72 HOUR CLOSE OUTS	FALSE	7/2/2020
1340877G	7/29/2020	SUMTER	B	GI-72	72 HOUR CLOSE OUTS	FALSE	8/4/2020
1341062G	7/31/2020	SUMTER	B	GI-72	72 HOUR CLOSE OUTS	FALSE	8/5/2020
1226947G	11/3/2016	Pinellas	B	PR-03	DEPOSITS	FALSE	1/3/2017

Case Number	Enter Date	County	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1332932G	2/20/2020	VOLUSIA	B	PR-03	DEPOSITS	FALSE	5/5/2020
1340616G	7/23/2020	SUMTER	B			FALSE	
1340747G	7/27/2020	SUMTER	B			FALSE	
1340948G	7/30/2020	SUMTER	B			FALSE	
1340970G	7/30/2020		B			FALSE	
1341388G	8/6/2020	SUMTER	B			FALSE	
1342043G	8/17/2020	SUMTER	B			FALSE	
1342874G	8/26/2020	COLLIER	B			FALSE	

Case Number	Enter Date	County	Type	Issue	Close Type	Close Date
1190399G	8/28/2015	Volusia	B	PAYMENT ARRANGEMENT	GI-02	8/28/2015
1191346G	9/8/2015	Bay	B	PAYMENT ARRANGEMENT	GI-02	9/8/2015
1191445G	9/9/2015	Charlotte	B	PAYMENT ARRANGEMENT	GI-02	9/9/2015
1191556G	9/10/2015	Charlotte	B	PAYMENT ARRANGEMENT	GI-02	9/10/2015
1191665G	9/10/2015	Pinellas	B	PAYMENT ARRANGEMENT	GI-02	9/10/2015
1192069G	9/15/2015	Bay	B	PAYMENT ARRANGEMENT	GI-02	9/15/2015
1192800G	9/23/2015	Orange	B	PAYMENT ARRANGEMENT	GI-02	9/23/2015
1193583G	9/30/2015	Orange	B	PAYMENT ARRANGEMENT	GI-02	9/30/2015
1194049G	10/5/2015	Manatee	B	PAYMENT ARRANGEMENT	GI-02	10/5/2015
1194640G	10/12/2015	Hillsborough	B	PAYMENT ARRANGEMENT	GI-02	10/12/2015
1194654G	10/12/2015	Dade	B	PAYMENT ARRANGEMENT	GI-02	10/12/2015
1194930G	10/14/2015	Sumter	B	PAYMENT ARRANGEMENT	GI-02	10/14/2015
1195021G	10/15/2015	Sumter	B	PAYMENT ARRANGEMENT	GI-02	10/15/2015
1195649G	10/22/2015	Orange	B	PAYMENT ARRANGEMENT	GI-02	10/22/2015
1195797G	10/23/2015	Manatee	B	PAYMENT ARRANGEMENT	GI-02	10/23/2015
1195961G	10/26/2015		B	PAYMENT ARRANGEMENT	GI-02	10/26/2015
1196687G	11/3/2015	Hillsborough	B	IMPROPER BILLS	GI-02	11/3/2015
1196772G	11/3/2015	Hillsborough	B	PAYMENT ARRANGEMENT	GI-02	11/3/2015
1196777G	11/3/2015	Hillsborough	B	PAYMENT ARRANGEMENT	GI-02	11/3/2015
1197190G	11/9/2015	Dade	B	PAYMENT ARRANGEMENT	GI-02	11/9/2015
1197451G	11/12/2015	Orange	B	PAYMENT ARRANGEMENT	GI-02	11/12/2015
1197701G	11/16/2015	Bay	B	PAYMENT ARRANGEMENT	GI-02	11/16/2015
1198056G	11/19/2015		B	IMPROPER BILLS	GI-02	11/19/2015
1200049G	12/17/2015	Sarasota	B	PAYMENT ARRANGEMENT	GI-02	12/17/2015
1200176G	12/18/2015	Orange	B	PAYMENT ARRANGEMENT	GI-02	12/18/2015
1200981G	1/4/2016	Lake	B	PAYMENT ARRANGEMENT	GI-02	1/4/2016
1201568G	1/8/2016	Dade	B	PAYMENT ARRANGEMENT	GI-02	1/8/2016
1201584G	1/11/2016	Dade	B	PAYMENT ARRANGEMENT	GI-02	1/11/2016
1203883G	1/28/2016	Duval	B	QUALITY OF SERVICE	GI-02	1/28/2016
1204376G	2/2/2016	Broward	B	PAYMENT ARRANGEMENT	GI-02	2/2/2016
1204515G	2/3/2016	Orange	B	PAYMENT ARRANGEMENT	GI-02	2/3/2016

1204529G	2/4/2016 Marion	B	IMPROPER BILLS	GI-02	2/4/2016
1204729G	2/5/2016 Pinellas	B	PAYMENT ARRANGEMENT	GI-02	2/5/2016
1204825G	2/8/2016 Orange	B	PAYMENT ARRANGEMENT	GI-02	2/8/2016
1205109G	2/10/2016 Hillsborough	B	IMPROPER BILLS	GI-02	2/10/2016
1205290G	2/12/2016 Orange	B	IMPROPER BILLS	GI-02	2/12/2016
1205316G	2/12/2016 Bay	B	PAYMENT ARRANGEMENT	GI-02	2/12/2016
1205346G	2/12/2016 Bay	B	PAYMENT ARRANGEMENT	GI-02	2/12/2016
1205404G	2/15/2016 Volusia	B	PAYMENT ARRANGEMENT	GI-02	2/15/2016
1205670G	2/17/2016 Dade	B	IMPROPER BILLS	GI-02	2/17/2016
1205887G	2/19/2016 Pinellas	B	PAYMENT ARRANGEMENT	GI-02	2/19/2016
1206232G	2/23/2016 Orange	B	PAYMENT ARRANGEMENT	GI-02	2/23/2016
1206521G	2/26/2016	B	DEPOSIT	GI-02	2/26/2016
1206570G	2/29/2016 Pinellas	B	PAYMENT ARRANGEMENT	GI-02	2/29/2016
1206626G	2/29/2016 Marion	B	PAYMENT ARRANGEMENT	GI-02	2/29/2016
1207719G	3/14/2016 Volusia	B	PAYMENT ARRANGEMENT	GI-02	3/14/2016
1207996G	3/17/2016 Hillsborough	B	IMPROPER BILLS	GI-02	3/17/2016
1208165G	3/21/2016 Lake	B	PAYMENT ARRANGEMENT	GI-02	3/21/2016
1208366G	3/22/2016 Pinellas	B	DEPOSIT	GI-02	3/22/2016
1208548G	3/24/2016 Dade	B	PAYMENT ARRANGEMENT	GI-02	3/24/2016
1209694G	4/8/2016 Orange	B	PAYMENT ARRANGEMENT	GI-02	4/8/2016
1209967G	4/12/2016 Pinellas	B	PAYMENT ARRANGEMENT	GI-02	4/12/2016
1210097G	4/13/2016 Dade	B	PAYMENT ARRANGEMENT	GI-02	4/13/2016
1210722G	4/21/2016 Hillsborough	B	PAYMENT ARRANGEMENT	GI-02	4/21/2016
1211022G	4/26/2016 Broward	B	PAYMENT ARRANGEMENT	GI-02	4/26/2016
1211215G	4/28/2016 Hillsborough	B	IMPROPER BILLS	GI-02	4/28/2016
1212575G	5/16/2016 Volusia	B	PAYMENT ARRANGEMENT	GI-02	5/16/2016
1214365G	6/10/2016 Polk	B	PAYMENT ARRANGEMENT	GI-02	6/10/2016
1214992G	6/20/2016 Dade	B	IMPROPER BILLS	GI-02	6/20/2016
1215369G	6/23/2016 Broward	B	PAYMENT ARRANGEMENT	GI-02	6/23/2016
1216039G	7/5/2016 Volusia	B	PAYMENT ARRANGEMENT	GI-02	7/5/2016
1216982G	7/13/2016 Dade	B	PAYMENT ARRANGEMENT	GI-02	7/13/2016
1217427G	7/18/2016 Hillsborough	B	PAYMENT ARRANGEMENT	GI-02	7/18/2016

1219329G	8/8/2016	B	PAYMENT ARRANGEMENT	GI-02	8/8/2016
1220048G	8/12/2016 Hillsborough	B	PAYMENT ARRANGEMENT	GI-02	8/12/2016
1220083G	8/15/2016 Volusia	B	PAYMENT ARRANGEMENT	GI-02	8/15/2016
1221939G	9/7/2016 Orange	B	PAYMENT ARRANGEMENT	GI-02	9/7/2016
1222849G	9/19/2016 Orange	B	PAYMENT ARRANGEMENT	GI-02	9/19/2016
1223789G	9/28/2016 Orange	B	PAYMENT ARRANGEMENT	GI-02	9/28/2016
1223930G	9/30/2016 Orange	B	PAYMENT ARRANGEMENT	GI-02	9/30/2016
1225229G	10/14/2016 Orange	B	PAYMENT ARRANGEMENT	GI-02	10/14/2016
1225250G	10/14/2016 Orange	B	PAYMENT ARRANGEMENT	GI-02	10/14/2016
1225612G	10/19/2016 Hernando	B	IMPROPER BILLS	GI-02	10/19/2016
1226025G	10/24/2016 Hillsborough	B	PAYMENT ARRANGEMENT	GI-02	10/24/2016
1227810G	11/14/2016 Volusia	B	IMPROPER BILLS	GI-02	11/14/2016
1228168G	11/17/2016 Bay	B	PAYMENT ARRANGEMENT	GI-02	11/17/2016
1230386G	12/9/2016 Orange	B	PAYMENT ARRANGEMENT	GI-02	12/9/2016
1232491G	1/5/2017 Seminole	B	PAYMENT ARRANGEMENT	GI-02	1/5/2017
1235354G	2/6/2017 Orange	B	PAYMENT ARRANGEMENT	GI-02	2/6/2017
1240158G	3/31/2017 Sumter	B	IMPROPER BILLS	GI-02	3/31/2017
1240733G	4/10/2017 Polk	B	IMPROPER BILLS	GI-02	4/10/2017
1241415G	4/19/2017 Osceola	B	IMPROPER BILLS	GI-02	4/19/2017
1242097G	4/28/2017 Hillsborough	B	PAYMENT ARRANGEMENT	GI-02	4/28/2017
1242104G	5/1/2017 Hillsborough	B	PAYMENT ARRANGEMENT	GI-02	5/1/2017
1242932G	5/11/2017 Hillsborough	B	PAYMENT ARRANGEMENT	GI-02	5/11/2017
1246946G	7/10/2017 Bay	B	IMPROPER BILLS	GI-02	7/10/2017
1248119G	7/21/2017 Broward	B	PAYMENT ARRANGEMENT	GI-02	7/21/2017
1249399G	8/4/2017 Broward	B	IMPROPER BILLS	GI-02	8/4/2017
1253963G	9/18/2017 Orange	B	PAYMENT ARRANGEMENT	GI-02	9/18/2017
1255091G	9/20/2017 Saint Johns	B	DEPOSIT	GI-02	9/20/2017
1256800G	10/5/2017 Flagler	B	PAYMENT ARRANGEMENT	GI-02	10/5/2017
1267180G	1/9/2018 Collier	B	IMPROPER BILLS	GI-02	1/9/2018
1267972G	1/18/2018 Orange	B	PAYMENT ARRANGEMENT	GI-02	1/18/2018
1269555G	2/2/2018 Orange	B	PAYMENT ARRANGEMENT	GI-02	2/2/2018
1270721G	2/14/2018 Sumter	B	PAYMENT ARRANGEMENT	GI-02	2/14/2018

1272160G	3/1/2018 Seminole	B	PAYMENT ARRANGEMENT	GI-02	3/1/2018
1273652G	3/19/2018 Orange	B	PAYMENT ARRANGEMENT	GI-02	3/19/2018
1280509G	6/18/2018 Dade	B	PAYMENT ARRANGEMENT	GI-02	6/18/2018
1281012G	6/25/2018 Orange	B	PAYMENT ARRANGEMENT	GI-02	6/25/2018
1281644G	7/2/2018 Dade	B	PAYMENT ARRANGEMENT	GI-02	7/2/2018
1283297G	7/23/2018 Orange	B	PAYMENT ARRANGEMENT	GI-02	7/23/2018
1284931G	8/9/2018 Bay	B	PAYMENT ARRANGEMENT	GI-02	8/9/2018
1294295G	12/5/2018 Dade	B	PAYMENT ARRANGEMENT	GI-02	12/5/2018
1294299G	12/5/2018 Dade	B	PAYMENT ARRANGEMENT	GI-02	12/5/2018
1297262G	1/14/2019 Dade	B	PAYMENT ARRANGEMENT	GI-02	1/14/2019
1298467G	1/28/2019 Broward	B	PAYMENT ARRANGEMENT	GI-02	1/28/2019
1298533G	1/28/2019 Collier	B	PAYMENT ARRANGEMENT	GI-02	1/28/2019
1300260G	2/15/2019 Bay	B	IMPROPER BILLS	GI-02	2/15/2019
1301360G	3/1/2019 Volusia	B	IMPROPER BILLS	GI-02	3/1/2019
1304946G	3/29/2019 Orange	B	PAYMENT ARRANGEMENT	GI-02	3/29/2019
1305447G	4/5/2019 Seminole	B	IMPROPER BILLS	GI-02	4/5/2019
1308175G	5/14/2019 Manatee	B	PAYMENT ARRANGEMENT	GI-02	5/14/2019
1319018G	8/19/2019 Marion	B	PAYMENT ARRANGEMENT	GI-02	8/19/2019
1322484G	9/27/2019 Broward	B	IMPROPER BILLS	GI-02	9/27/2019
1327191G	11/15/2019 ORANGE	B	PAYMENT ARRANGEMENT	GI-02	11/15/2019
1327814G	11/25/2019 MIAMI-DADE	B	IMPROPER BILLS	GI-02	11/25/2019
1327982G	12/2/2019 VOLUSIA	B	PAYMENT ARRANGEMENT	GI-02	12/2/2019
1329941G	12/30/2019 HILLSBOROUGH	B	PAYMENT ARRANGEMENT	GI-02	12/30/2019
1337068G	5/7/2020	B	PAYMENT ARRANGEMENT	GI-02	5/7/2020
1190428G	8/28/2015 Pinellas	S	IMPROPER DISCONNECTS	GI-02	8/28/2015
1191626G	9/10/2015 Broward	S	DELAY IN CONNECTION	GI-02	9/10/2015
1191907G	9/14/2015 Broward	S	QUALITY OF SERVICE	GI-02	9/14/2015
1192344G	9/18/2015 Orange	S	DELAY IN CONNECTION	GI-02	9/18/2015
1192550G	9/21/2015 Orange	S	DELAY IN CONNECTION	GI-02	9/21/2015
1193834G	10/2/2015 Sumter	S	QUALITY OF SERVICE	GI-02	10/2/2015
1194073G	10/5/2015 Orange	S	QUALITY OF SERVICE	GI-02	10/5/2015

1194696G	10/12/2015 Hillsborough	S	QUALITY OF SERVICE	GI-02	10/12/2015
1194971G	10/14/2015 Palm Beach	S	DELAY IN CONNECTION	GI-02	10/14/2015
1194996G	10/14/2015 Orange	S	IMPROPER DISCONNECTS	GI-02	10/14/2015
1195043G	10/15/2015 Palm Beach	S	QUALITY OF SERVICE	GI-02	10/15/2015
1195321G	10/19/2015 Orange	S	DELAY IN CONNECTION	GI-02	10/19/2015
1195662G	10/22/2015 Pinellas	S	QUALITY OF SERVICE	GI-02	10/22/2015
1195667G	10/22/2015 Pinellas	S	QUALITY OF SERVICE	GI-02	10/22/2015
1196955G	11/5/2015 Dade	S	QUALITY OF SERVICE	GI-02	11/5/2015
1197679G	11/16/2015 Palm Beach	S	QUALITY OF SERVICE	GI-02	11/16/2015
1198023G	11/19/2015 Hillsborough	S	DELAY IN CONNECTION	GI-02	11/19/2015
1199585G	12/11/2015 Pinellas	S	QUALITY OF SERVICE	GI-02	12/11/2015
1199805G	12/14/2015 Dade	S	QUALITY OF SERVICE	GI-02	12/14/2015
1200161G	12/18/2015 Dade	S	QUALITY OF SERVICE	GI-02	12/18/2015
1200407G	12/22/2015 Broward	S	QUALITY OF SERVICE	GI-02	12/22/2015
1200514G	12/28/2015 Dade	S	QUALITY OF SERVICE	GI-02	12/28/2015
1200750G	12/29/2015 Dade	S	PAYMENT ARRANGEMENT	GI-02	12/29/2015
1201842G	1/12/2016 Manatee	S	DELAY IN CONNECTION	GI-02	1/12/2016
1202404G	1/15/2016 Dade	S	REPAIR	GI-02	1/15/2016
1202442G	1/15/2016 Pinellas	S	QUALITY OF SERVICE	GI-02	1/15/2016
1203182G	1/22/2016 Duval	S	QUALITY OF SERVICE	GI-02	1/22/2016
1203543G	1/25/2016 Martin	S	OUTAGES	GI-02	1/25/2016
1203555G	1/26/2016 Volusia	S	QUALITY OF SERVICE	GI-02	1/26/2016
1204367G	2/2/2016 Lee	S	DELAY IN CONNECTION	GI-02	2/2/2016
1205775G	2/18/2016 Marion	S	QUALITY OF SERVICE	GI-02	2/18/2016
1205939G	2/19/2016 Pinellas	S	QUALITY OF SERVICE	GI-02	2/19/2016
1205945G	2/19/2016 Pinellas	S	QUALITY OF SERVICE	GI-02	2/19/2016
1206702G	3/1/2016 Manatee	S	DELAY IN CONNECTION	GI-02	3/1/2016
1206810G	3/2/2016 Broward	S	DELAY IN CONNECTION	GI-02	3/2/2016
1206950G	3/3/2016 Pinellas	S	QUALITY OF SERVICE	GI-02	3/3/2016
1207074G	3/4/2016 Pinellas	S	DELAY IN CONNECTION	GI-02	3/4/2016
1207263G	3/8/2016 Dade	S	QUALITY OF SERVICE	GI-02	3/8/2016
1207714G	3/14/2016	S	QUALITY OF SERVICE	GI-02	3/14/2016

1208376G	3/22/2016 Orange	S	DELAY IN CONNECTION	GI-02	3/22/2016
1212320G	5/11/2016 Marion	S	DELAY IN CONNECTION	GI-02	5/11/2016
1213721G	6/1/2016 Duval	S	QUALITY OF SERVICE	GI-02	6/1/2016
1214216G	6/8/2016 Broward	S	QUALITY OF SERVICE	GI-02	6/8/2016
1215373G	6/23/2016	S	IMPROPER DISCONNECTS	GI-02	6/23/2016
1215822G	6/29/2016 Volusia	S	DELAY IN CONNECTION	GI-02	6/29/2016
1215904G	6/30/2016 Manatee	S	REPAIR	GI-02	6/30/2016
1216330G	7/7/2016 Hillsborough	S	QUALITY OF SERVICE	GI-02	7/7/2016
1216522G	7/11/2016 Hillsborough	S	QUALITY OF SERVICE	GI-02	7/11/2016
1216732G	7/12/2016 Dade	S	SAFETY ISSUE	GI-02	7/12/2016
1217829G	7/20/2016 Volusia	S	IMPROPER DISCONNECTS	GI-02	7/20/2016
1218382G	7/27/2016 Seminole	S	DELAY IN CONNECTION	GI-02	7/27/2016
1221550G	8/31/2016 Hillsborough	S	SAFETY ISSUE	GI-02	8/31/2016
1221577G	9/1/2016 Dade	S	QUALITY OF SERVICE	GI-02	9/1/2016
1221948G	9/8/2016 Hillsborough	S	QUALITY OF SERVICE	GI-02	9/8/2016
1222085G	9/9/2016 Duval	S	QUALITY OF SERVICE	GI-02	9/9/2016
1222420G	9/13/2016 Orange	S	DELAY IN CONNECTION	GI-02	9/13/2016
1223360G	9/23/2016 Duval	S	QUALITY OF SERVICE	GI-02	9/23/2016
1224693G	10/10/2016 Dade	S	QUALITY OF SERVICE	GI-02	10/10/2016
1225124G	10/13/2016 Pinellas	S	QUALITY OF SERVICE	GI-02	10/13/2016
1225264G	10/14/2016 Pinellas	S	DELAY IN CONNECTION	GI-02	10/14/2016
1225694G	10/20/2016	S	QUALITY OF SERVICE	GI-02	10/20/2016
1226957G	11/3/2016 Duval	S	QUALITY OF SERVICE	GI-02	11/3/2016
1227027G	11/3/2016 Dade	S	QUALITY OF SERVICE	GI-02	11/3/2016
1228210G	11/17/2016 Bay	S	QUALITY OF SERVICE	GI-02	11/17/2016
1228228G	11/17/2016 Broward	S	IMPROPER DISCONNECTS	GI-02	11/17/2016
1228243G	11/18/2016 Orange	S	IMPROPER DISCONNECTS	GI-02	11/18/2016
1228811G	11/23/2016 Bay	S	QUALITY OF SERVICE	GI-02	11/23/2016
1230113G	12/6/2016 Pinellas	S	QUALITY OF SERVICE	GI-02	12/6/2016
1230779G	12/13/2016 Orange	S	IMPROPER DISCONNECTS	GI-02	12/13/2016
1230831G	12/14/2016 Volusia	S	QUALITY OF SERVICE	GI-02	12/14/2016
1231537G	12/21/2016 Duval	S	DELAY IN CONNECTION	GI-02	12/21/2016

1232299G	1/4/2017 Volusia	S	QUALITY OF SERVICE	GI-02	1/4/2017
1232356G	1/4/2017 Pinellas	S	QUALITY OF SERVICE	GI-02	1/4/2017
1235457G	2/6/2017 Palm Beach	S	DELAY IN CONNECTION	GI-02	2/6/2017
1235964G	2/10/2017 Marion	S	IMPROPER DISCONNECTS	GI-02	2/10/2017
1236839G	2/23/2017 Broward	S	QUALITY OF SERVICE	GI-02	2/23/2017
1237633G	3/1/2017 Dade	S	QUALITY OF SERVICE	GI-02	3/1/2017
1239690G	3/24/2017 Manatee	S	QUALITY OF SERVICE	GI-02	3/24/2017
1240874G	4/11/2017 Dade	S	QUALITY OF SERVICE	GI-02	4/11/2017
1240887G	4/11/2017 Pinellas	S	QUALITY OF SERVICE	GI-02	4/11/2017
1240910G	4/12/2017 Duval	S	QUALITY OF SERVICE	GI-02	4/12/2017
1241043G	4/13/2017 Volusia	S	QUALITY OF SERVICE	GI-02	4/13/2017
1241414G	4/19/2017 Volusia	S	QUALITY OF SERVICE	GI-02	4/19/2017
1241567G	4/21/2017 Hillsborough	S	IMPROPER DISCONNECTS	GI-02	4/21/2017
1241863G	4/26/2017 Bay	S	REPAIR	GI-02	4/26/2017
1243717G	5/23/2017 Lake	S	DELAY IN CONNECTION	GI-02	5/23/2017
1244299G	6/2/2017 Hillsborough	S	DELAY IN CONNECTION	GI-02	6/2/2017
1244326G	6/2/2017 Flagler	S	QUALITY OF SERVICE	GI-02	6/2/2017
1244786G	6/9/2017 Flagler	S	QUALITY OF SERVICE	GI-02	6/9/2017
1245799G	6/23/2017 Duval	S	DELAY IN CONNECTION	GI-02	6/23/2017
1246366G	6/30/2017	S	DELAY IN CONNECTION	GI-02	6/30/2017
1246429G	7/3/2017 Dade	S	DELAY IN CONNECTION	GI-02	7/3/2017
1247485G	7/17/2017 Hillsborough	S	QUALITY OF SERVICE	GI-02	7/17/2017
1248127G	7/24/2017 Broward	S	DELAY IN CONNECTION	GI-02	7/24/2017
1251948G	9/1/2017 Broward	S	QUALITY OF SERVICE	GI-02	9/1/2017
1252371G	9/7/2017 Sarasota	S	DELAY IN CONNECTION	GI-02	9/7/2017
1256390G	10/2/2017 Lee	S	QUALITY OF SERVICE	GI-02	10/2/2017
1256716G	10/5/2017 Broward	S	QUALITY OF SERVICE	GI-02	10/5/2017
1260338G	11/2/2017 Orange	S	QUALITY OF SERVICE	GI-02	11/2/2017
1268031G	1/18/2018 Dade	S	DELAY IN CONNECTION	GI-02	1/18/2018
1269187G	1/31/2018 Dade	S	QUALITY OF SERVICE	GI-02	1/31/2018
1270372G	2/12/2018 Lee	S	QUALITY OF SERVICE	GI-02	2/12/2018
1272127G	3/1/2018 Sarasota	S	IMPROPER DISCONNECTS	GI-02	3/1/2018

1273458G	3/16/2018 Pasco	S	QUALITY OF SERVICE	GI-02	3/16/2018
1275606G	4/13/2018 Seminole	S	QUALITY OF SERVICE	GI-02	4/13/2018
1282921G	7/17/2018 Broward	S	REPAIR	GI-02	7/17/2018
1283153G	7/19/2018 Volusia	S	QUALITY OF SERVICE	GI-02	7/19/2018
1284929G	8/9/2018 Bay	S	DELAY IN CONNECTION	GI-02	8/9/2018
1285267G	8/13/2018 Pinellas	S	IMPROPER DISCONNECTS	GI-02	8/13/2018
1285465G	8/15/2018 Palm Beach	S	DELAY IN CONNECTION	GI-02	8/15/2018
1286199G	8/24/2018 Polk	S	REPAIR	GI-02	8/24/2018
1287153G	9/5/2018 Dade	S	DELAY IN CONNECTION	GI-02	9/5/2018
1288309G	9/18/2018 Manatee	S	REPAIR	GI-02	9/18/2018
1289183G	9/28/2018 Sarasota	S	QUALITY OF SERVICE	GI-02	9/28/2018
1293931G	12/3/2018 Bay	S	QUALITY OF SERVICE	GI-02	12/3/2018
1296210G	1/2/2019 Sarasota	S	QUALITY OF SERVICE	GI-02	1/2/2019
1297987G	1/22/2019 Osceola	S	QUALITY OF SERVICE	GI-02	1/22/2019
1298578G	1/29/2019 Broward	S	DELAY IN CONNECTION	GI-02	1/29/2019
1309366G	5/30/2019 Pinellas	S	QUALITY OF SERVICE	GI-02	5/30/2019
1309651G	6/4/2019 Pinellas	S	REPAIR	GI-02	6/4/2019
1309845G	6/5/2019 Palm Beach	S	QUALITY OF SERVICE	GI-02	6/5/2019
1310775G	6/18/2019 Manatee	S	QUALITY OF SERVICE	GI-02	6/18/2019
1312583G	7/9/2019 Dade	S	IMPROPER DISCONNECTS	GI-02	7/9/2019
1312586G	7/9/2019 Dade	S	IMPROPER DISCONNECTS	GI-02	7/9/2019
1316166G	8/6/2019 Marion	S	QUALITY OF SERVICE	GI-02	8/6/2019
1319019G	8/19/2019 Broward	S	DELAY IN CONNECTION	GI-02	8/19/2019
1319547G	8/22/2019 Sarasota	S	QUALITY OF SERVICE	GI-02	8/22/2019
1319679G	8/23/2019 Orange	S	SAFETY ISSUE	GI-02	8/23/2019
1320408G	9/4/2019 Marion	S	QUALITY OF SERVICE	GI-02	9/4/2019
1320433G	9/4/2019 Orange	S	SAFETY ISSUE	GI-02	9/4/2019
1321647G	9/18/2019 Saint Johns	S	QUALITY OF SERVICE	GI-02	9/18/2019
1326806G	11/8/2019 HILLSBOROUGH	S	QUALITY OF SERVICE	GI-02	11/8/2019
1328156G	12/3/2019 ORANGE	S	QUALITY OF SERVICE	GI-02	12/3/2019
1330077G	1/2/2020 PALM BEACH	S	QUALITY OF SERVICE	GI-02	1/2/2020
1333467G	2/27/2020 BROWARD	S	DELAY IN CONNECTION	GI-02	2/27/2020

1334806G	3/20/2020 BAY	S	DELAY IN CONNECTION	GI-02	3/20/2020
1336804G	5/4/2020 ORANGE	S	QUALITY OF SERVICE	GI-02	5/4/2020
1339050G	6/19/2020 BROWARD	S	DELAY IN CONNECTION	GI-02	6/19/2020
1341981G	8/14/2020 COLLIER	S	QUALITY OF SERVICE	GI-02	8/14/2020

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition for rate increase by Peoples Gas System.

DOCKET NO. 20200051-GU

DATED: August 31, 2020

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that the testimony of Rhonda L. Hicks on behalf of the staff of the Florida Public Service Commission was electronically filed with the Office of Commission Clerk, Florida Public Service Commission, and copies were furnished by electronic mail to the following on this 31st day of August, 2020.

J.R. Kelly/ Mireille Fall-Fry
Office of Public Counsel
111 W. Madison St., Room 812
Tallahassee, Florida 32399
Kelly.jr@leg.state.fl.us
Fall-fry.mireille@leg.state.fl.us

Paula K. Brown/Kandi M. Floyd
Peoples Gas System – Regulatory Affairs
P.O. Box 111
Tampa, Florida 33601
regdept@tecoenergy.com

Thomas Szelistowski
Peoples Gas System
P.O. Box 2562
Tampa, FL 33601-2562

Andrew M. Brown/ Thomas R. Farrior
Macfarlane Law Firm
P.O. Box 1531
Tampa, Florida 33601
ab@macfar.com
trf@macfar.com

Jon C. Moyle, Jr.
Karen A. Putnal
Moyle Law Firm, P.A.
118 North Gadsden Street
Tallahassee, Florida 32301
jmoyle@moylelaw.com
kputnal@moylelaw.com
mqualls@moylelaw.com

/s/ Kurt Schrader

KURT SCHRADER
SENIOR ATTORNEY
FLORIDA PUBLIC SERVICE COMMISSION
Gerald L. Gunter Building
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Telephone: (850) 413-6199
kschrade@psc.state.fl.us