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**BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**

**COMMISSION STAFF**

**DIRECT TESTIMONY OF JOHN F. PLESCOW**

**DOCKET NO. 20250052-WS**

**MARCH 27, 2026**

**Q. Please state your name and address.**

A. My name is John F. Plescow. My address is 2540 Shumard Oak Boulevard;  
Tallahassee, Florida 32399-0850.

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

A. I am employed by the Florida Public Service Commission (FPSC or Commission) as a  
Regulatory Program Administrator in the Office of Consumer Assistance.

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

A. I graduated in 1984 with a Bachelor of Science degree and in 1988 with a Master of  
Science degree from Florida State University. I have worked for the Commission for  
more than 36 years, and I have experience in consumer complaints and consumer  
outreach. I work in the Office of Consumer Assistance where I manage consumer  
complaints, and inquiries.

**Q. What is the function of the Office of Consumer Assistance?**

A. The Office of Consumer Assistance's function is to resolve disputes between regulated  
companies and their customers as quickly, effectively, and inexpensively as possible.

**Q. Do all consumers that have a dispute with their regulated company contact the  
Office of Consumer Assistance?**

A. No. Consumers may initially file their complaint with the regulated company and reach  
a resolution without the Office's intervention. In fact, consumers are encouraged to

1 allow the regulated company the opportunity to resolve the dispute prior to any  
2 Commission involvement.

3 **Q. What is the purpose of your testimony?**

4 A. The purpose of my testimony is to discuss/outline the number of consumer complaints  
5 logged with the Commission against CSWR-Florida Utility Operating Company  
6 (CSWR-Florida) under Rule 25-22.032, Florida Administrative Code (F.A.C.),  
7 Consumer Complaints, from February 1, 2021 to January 31, 2025. My testimony will  
8 also provide information on the type of complaints logged and those complaints that  
9 appear to be rule violations.

10 **Q. What do your records indicate concerning the number of complaints filed for**  
11 **CSWR-Florida?**

12 A. From February 1, 2021 to January 31, 2025 the Commission logged 83 complaints  
13 against CSWR-Florida.

14 **Q. What have been the most common types of complaints logged against CSWR-**  
15 **Florida during the period of February 1, 2021 to January 31, 2025.**

16 A. During the specified time period, approximately Twenty-nine (29%) percent of the  
17 complaints logged with the Commission concerned billing issues, while approximately  
18 Seventy-one (71%) percent of the complaints involved quality of service issues.

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

20 A. Yes. I am sponsoring JFP-1 and JFP-2, which are listings of consumer complaints  
21 logged with the Commission against CSWR-Florida under Rule 25-22.032, F.A.C. The  
22 complaints listed were received from February 1, 2021 to January 31, 2025, and were  
23 captured in the Commission's Consumer Activity Tracking System. Exhibit JFP-1 lists  
24 quality of service complaints and Exhibit JFP-2 lists billing complaints. Both exhibits  
25 group the complaints by system.

1 **Q. What is a Close Type?**

2 A. A Close Type is an internal categorization code. It is assigned to each complaint once  
3 staff completes its investigation, and a proposed resolution is provided to the  
4 consumer.

5 **Q. Do you have any additional exhibits?**

6 A. Yes. Exhibit JFP-3 is a listing of complaints by Close Type.

7 **Q. How many of the complaints summarized on your exhibit has staff determined  
8 may be a violation of Commission rules for CSWR-Florida?**

9 A. Staff determined that, of the 80 complaints logged against CSWR-Florida during the  
10 period of February 1, 2021 to January 31, 2025, there were 12 service quality  
11 complaints and 14 billing complaints that appear to demonstrate a violation of  
12 Commission Rules.

13 **Q. Does that conclude your testimony?**

14 A. Yes.

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Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1366525W	4/7/2021	WS949 Aquarina Utilities, Inc.	GI-16	WATER QUALITY/PRESSURE	BREVARD	S	FALSE	5/13/2021
1367030W	4/19/2021	WS949 Aquarina Utilities, Inc.	GI-16	WATER QUALITY/PRESSURE	BREVARD	S	FALSE	6/10/2021
1419733W	4/10/2023	WS985 CSWR-Florida Utility Operating Company, LLC	GI-17	SAFETY	BREVARD	S	FALSE	6/9/2023
Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1453602W	8/21/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-16	WATER QUALITY/PRESSURE	CITRUS	S	FALSE	10/15/2024
Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1433081W	11/6/2023	WS985 CSWR-Florida Utility Operating Company, LLC	WS-51	FAILURE TO RESPOND IN 7 WKDY TO STAFF REQ 25-22.032(6)E	LAKE	S	TRUE	1/3/2024
1439730W	2/23/2024	WS985 CSWR-Florida Utility Operating Company, LLC	WS-50	FAILURE TO PROVIDE RES TO CUST IN 15 WD 25-22.032(6)B	LAKE	S	TRUE	4/3/2024
Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1400232W	7/25/2022	WS350 Tradewinds Utilities, Inc.	GI-30	QUALITY OF SERVICE	MARION	S	FALSE	8/29/2022
1398430W	6/24/2022	WS985 CSWR-Florida Utility Operating Company, LLC	GI-30	QUALITY OF SERVICE	MARION	S	FALSE	9/13/2022
1406275W	10/4/2022	WS985 CSWR-Florida Utility Operating Company, LLC	WS-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	MARION	S	TRUE	11/15/2022
1422513W	6/1/2023	WS985 CSWR-Florida Utility Operating Company, LLC	WS-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	MARION	S	TRUE	7/10/2023
1423687W	6/21/2023	WS985 CSWR-Florida Utility Operating Company, LLC	WS-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	MARION	S	TRUE	8/17/2023
1427371W	8/16/2023	WS985 CSWR-Florida Utility Operating Company, LLC	GI-11	REPAIR SERVICE	MARION	S	FALSE	10/2/2023
1427596W	8/18/2023	WS985 CSWR-Florida Utility Operating Company, LLC	GI-16	WATER QUALITY/PRESSURE	MARION	S	FALSE	9/26/2023
1428411W	9/1/2023	WS985 CSWR-Florida Utility Operating Company, LLC	WS-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	MARION	S	TRUE	12/7/2023
1428435W	9/1/2023	WS985 CSWR-Florida Utility Operating Company, LLC	GI-11	REPAIR SERVICE	MARION	S	FALSE	10/30/2023
1428491W	9/5/2023	WS985 CSWR-Florida Utility Operating Company, LLC	WS-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	MARION	S	TRUE	10/31/2023
1428775W	9/7/2023	WS985 CSWR-Florida Utility Operating Company, LLC	GI-29	DELAY IN CONNECTION	MARION	S	FALSE	10/31/2023
1429918W	9/20/2023	WS985 CSWR-Florida Utility Operating Company, LLC	GI-16	WATER QUALITY/PRESSURE	MARION	S	FALSE	11/7/2023
1431525W	10/11/2023	WS985 CSWR-Florida Utility Operating Company, LLC	WS-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	MARION	S	TRUE	1/24/2024
1433302W	11/7/2023	WS985 CSWR-Florida Utility Operating Company, LLC	WS-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	MARION	S	TRUE	1/24/2024
1437752W	1/24/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	5/6/2024

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1438363W	2/2/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-30	QUALITY OF SERVICE	MARION	S	FALSE	3/15/2024
1438696W	2/7/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-16	WATER QUALITY/PRESSURE	MARION	S	FALSE	3/15/2024
1439219W	2/16/2024	WS985 CSWR-Florida Utility Operating Company, LLC	WS-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	MARION	S	TRUE	4/9/2024
1441423W	3/25/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	5/14/2024
1441907W	4/2/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	7/19/2024
1441910W	4/2/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	5/15/2024
1441915W	4/2/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	5/7/2024
1441919W	4/2/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-16	WATER QUALITY/PRESSURE	MARION	S	FALSE	5/15/2024
1441921W	4/2/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	5/14/2024
1441934W	4/2/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	5/31/2024
1442020W	4/3/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	5/17/2024
1442024W	4/3/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	5/16/2024
1444571W	5/13/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-30	QUALITY OF SERVICE	MARION	S	FALSE	6/18/2024
1445850W	5/24/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	7/29/2024
1445917W	5/28/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	7/2/2024
1446101W	5/28/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	7/10/2024
1446107W	5/28/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	7/18/2024
1446111W	5/28/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-16	WATER QUALITY/PRESSURE	MARION	S	FALSE	7/2/2024
1446175W	5/28/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-16	WATER QUALITY/PRESSURE	MARION	S	FALSE	7/2/2024
1446227W	5/28/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	7/2/2024
1446255W	5/29/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	7/18/2024
1446263W	5/29/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	7/3/2024
1446265W	5/29/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-16	WATER QUALITY/PRESSURE	MARION	S	FALSE	7/10/2024
1446279W	5/29/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	7/18/2024
1446299W	5/29/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	7/3/2024
1446339W	5/29/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	7/10/2024
1446340W	5/29/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	7/18/2024

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1447244W	6/10/2024	WS985 CSWR-Florida Utility Operating Company, LLC	WS-50	FAILURE TO PROVIDE RES TO CUST IN 15 WD 25-22.032(6)B	MARION	S	TRUE	7/31/2024
1447303W	6/11/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-30	QUALITY OF SERVICE	MARION	S	FALSE	7/17/2024
1449568W	6/24/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	8/6/2024
1453366W	8/19/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-16	WATER QUALITY/PRESSURE	MARION	S	FALSE	10/15/2024
1454949W	9/10/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-16	WATER QUALITY/PRESSURE	MARION	S	FALSE	10/30/2024
1456992W	10/11/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-16	WATER QUALITY/PRESSURE	MARION	S	FALSE	11/15/2024
1461845W	12/27/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-30	QUALITY OF SERVICE	MARION	S	FALSE	2/25/2025
1362898W	2/10/2021	WU239 Sunshine Utilities of Central Florida, Inc.	GI-15	OUTAGES	MARION	S	FALSE	3/25/2021
1362951W	2/10/2021	WU239 Sunshine Utilities of Central Florida, Inc.	GI-30	QUALITY OF SERVICE	MARION	S	FALSE	3/17/2021
Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1428406W	9/1/2023	WS246 Tymber Creek Utilities, Incorporated	WS-10	SERVICE REFUSED	VOLUSIA	S	TRUE	9/28/2023
1462018W	1/2/2025	WS985 CSWR-Florida Utility Operating Company, LLC	GI-11	REPAIR SERVICE	VOLUSIA	S	FALSE	2/17/2025

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List of Billing Complaints  
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Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1457820W	10/21/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-25	IMPROPER BILLING	BREVARD	B	FALSE	11/25/2024
1450093W	7/2/2024	WS985 CSWR-Florida Utility Operating Company, LLC	WB-51	FAILURE TO RESPOND IN 7 WKDY TO STAFF REQ 25-22.032(6)E	CITRUS	B	TRUE	8/20/2024
1452188W	7/31/2024	WS985 CSWR-Florida Utility Operating Company, LLC	WB-51	FAILURE TO RESPOND IN 7 WKDY TO STAFF	CITRUS	B	TRUE	9/5/2024
1394952W	4/26/2022	WU383 Neighborhood Utilities, Inc.	WB-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	DUVAL	B	TRUE	7/22/2022
1400559W	7/28/2022	WS345 Sebring Ridge Utilities, Inc.	WB-51	FAILURE TO RESPOND IN 7 WKDY TO STAFF REQ 25-22.032(6)E	HIGHLANDS	B	TRUE	9/20/2022
1401762W	8/16/2022	WS985 CSWR-Florida Utility Operating Company, LLC	WB-23	BILLING WRONG CUSTOMER	MARION	B	TRUE	9/30/2022
1411215W	12/5/2022	WS985 CSWR-Florida Utility Operating Company, LLC	WB-01	IMPROPER RATES APPLIED	MARION	B	TRUE	1/10/2023
1411983W	12/15/2022	WS985 CSWR-Florida Utility Operating Company, LLC	WB-04	INACCURATE METER READINGS	MARION	B	TRUE	1/31/2023
1412077W	12/19/2022	WS985 CSWR-Florida Utility Operating Company, LLC	WB-01	IMPROPER RATES APPLIED	MARION	B	TRUE	1/31/2023
1422229W	5/25/2023	WS985 CSWR-Florida Utility Operating Company, LLC	WB-05	METER NOT RECORDING WITHIN STANDARDS	MARION	B	TRUE	7/19/2023
1432764W	10/31/2023	WS985 CSWR-Florida Utility Operating Company, LLC	GI-25	IMPROPER BILLING	MARION	B	FALSE	1/30/2024
1437736W	1/24/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-25	IMPROPER BILLING	MARION	B	FALSE	3/6/2024
1437758W	1/24/2024	WS985 CSWR-Florida Utility Operating Company, LLC	WB-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	MARION	B	TRUE	5/29/2024
1438024W	1/29/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-25	IMPROPER BILLING	MARION	B	FALSE	3/6/2024
1439804W	2/26/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-25	IMPROPER BILLING	MARION	B	FALSE	4/3/2024
1441049W	3/18/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-25	IMPROPER BILLING	MARION	B	FALSE	4/30/2024

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1446075W	5/28/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-25	IMPROPER BILLING	MARION	B	FALSE	7/2/2024
1447196W	6/10/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-25	IMPROPER BILLING	MARION	B	FALSE	7/17/2024
1454113W	8/28/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-05	HIGH BILL	MARION	B	FALSE	10/8/2024
1454143W	8/28/2024	WS985 CSWR-Florida Utility Operating Company, LLC	WB-29	Improper billing for service facilities	MARION	B	TRUE	10/8/2024
1458573W	10/30/2024	WS985 CSWR-Florida Utility Operating Company, LLC	WB-03	METER NOT READ AT REGULAR INTERVALS	MARION	B	TRUE	12/16/2024
1403697W	9/13/2022	WU239 Sunshine Utilities of Central Florida, Inc.	WB-12	DEPOSIT NOT REFUNDED	MARION	B	TRUE	11/4/2022
Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1454548W	9/4/2024	WS985 CSWR-Florida Utility Operating Company, LLC	WB-04	INACCURATE METER READINGS	VOLUSIA	B	TRUE	10/31/2024

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Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1454113W	8/28/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-05	HIGH BILL	MARION	B	FALSE	10/8/2024

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1427371W	8/16/2023	WS985 CSWR-Florida Utility Operating Company, LLC	GI-11	REPAIR SERVICE	MARION	S	FALSE	10/2/2023
1428435W	9/1/2023	WS985 CSWR-Florida Utility Operating Company, LLC	GI-11	REPAIR SERVICE	MARION	S	FALSE	10/30/2023
1462018W	1/2/2025	WS985 CSWR-Florida Utility Operating Company, LLC	GI-11	REPAIR SERVICE	VOLUSIA	S	FALSE	2/17/2025

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1437752W	1/24/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	5/6/2024
1441423W	3/25/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	5/14/2024
1441907W	4/2/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	7/19/2024
1441910W	4/2/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	5/15/2024
1441915W	4/2/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	5/7/2024
1441921W	4/2/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	5/14/2024
1441934W	4/2/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	5/31/2024
1442020W	4/3/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	5/17/2024
1442024W	4/3/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	5/16/2024
1445850W	5/24/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	7/29/2024
1445917W	5/28/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	7/2/2024
1446101W	5/28/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	7/10/2024
1446107W	5/28/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	7/18/2024
1446227W	5/28/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	7/2/2024
1446255W	5/29/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	7/18/2024
1446263W	5/29/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	7/3/2024
1446279W	5/29/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	7/18/2024
1446299W	5/29/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	7/3/2024
1446339W	5/29/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	7/10/2024

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List of Complaints by Close Type  
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Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1446340W	5/29/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	7/18/2024
1449568W	6/24/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-15	OUTAGES	MARION	S	FALSE	8/6/2024
1362898W	2/10/2021	WU239 Sunshine Utilities of Central Florida, Inc.	GI-15	OUTAGES	MARION	S	FALSE	3/25/2021

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1366525W	4/7/2021	WS949 Aquarina Utilities, Inc.	GI-16	WATER QUALITY/PRESSURE	BREVARD	S	FALSE	5/13/2021
1367030W	4/19/2021	WS949 Aquarina Utilities, Inc.	GI-16	WATER QUALITY/PRESSURE	BREVARD	S	FALSE	6/10/2021
1427596W	8/18/2023	WS985 CSWR-Florida Utility Operating Company, LLC	GI-16	WATER QUALITY/PRESSURE	MARION	S	FALSE	9/26/2023
1429918W	9/20/2023	WS985 CSWR-Florida Utility Operating Company, LLC	GI-16	WATER QUALITY/PRESSURE	MARION	S	FALSE	11/7/2023
1438696W	2/7/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-16	WATER QUALITY/PRESSURE	MARION	S	FALSE	3/15/2024
1441919W	4/2/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-16	WATER QUALITY/PRESSURE	MARION	S	FALSE	5/15/2024
1446111W	5/28/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-16	WATER QUALITY/PRESSURE	MARION	S	FALSE	7/2/2024
1446175W	5/28/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-16	WATER QUALITY/PRESSURE	MARION	S	FALSE	7/2/2024
1446265W	5/29/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-16	WATER QUALITY/PRESSURE	MARION	S	FALSE	7/10/2024
1453366W	8/19/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-16	WATER QUALITY/PRESSURE	MARION	S	FALSE	10/15/2024
1453602W	8/21/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-16	WATER QUALITY/PRESSURE	CITRUS	S	FALSE	10/15/2024
1454949W	9/10/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-16	WATER QUALITY/PRESSURE	MARION	S	FALSE	10/30/2024
1456992W	10/11/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-16	WATER QUALITY/PRESSURE	MARION	S	FALSE	11/15/2024

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1419733W	4/10/2023	WS985 CSWR-Florida Utility Operating Company, LLC	GI-17	SAFETY	BREVARD	S	FALSE	6/9/2023

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1432764W	10/31/2023	WS985 CSWR-Florida Utility Operating Company, LLC	GI-25	IMPROPER BILLING	MARION	B	FALSE	1/30/2024
1437736W	1/24/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-25	IMPROPER BILLING	MARION	B	FALSE	3/6/2024
1438024W	1/29/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-25	IMPROPER BILLING	MARION	B	FALSE	3/6/2024
1439804W	2/26/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-25	IMPROPER BILLING	MARION	B	FALSE	4/3/2024

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1441049W	3/18/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-25	IMPROPER BILLING	MARION	B	FALSE	4/30/2024
1446075W	5/28/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-25	IMPROPER BILLING	MARION	B	FALSE	7/2/2024
1447196W	6/10/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-25	IMPROPER BILLING	MARION	B	FALSE	7/17/2024
1457820W	10/21/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-25	IMPROPER BILLING	BREVARD	B	FALSE	11/25/2024

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1428775W	9/7/2023	WS985 CSWR-Florida Utility Operating Company, LLC	GI-29	DELAY IN CONNECTION	MARION	S	FALSE	10/31/2023

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1400232W	7/25/2022	WS350 Tradewinds Utilities, Inc.	GI-30	QUALITY OF SERVICE	MARION	S	FALSE	8/29/2022
1400232W	7/25/2022	WS350 Tradewinds Utilities, Inc.	GI-30	QUALITY OF SERVICE	MARION	S	FALSE	8/29/2022
1398430W	6/24/2022	WS985 CSWR-Florida Utility Operating Company, LLC	GI-30	QUALITY OF SERVICE	MARION	S	FALSE	9/13/2022
1438363W	2/2/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-30	QUALITY OF SERVICE	MARION	S	FALSE	3/15/2024
1444571W	5/13/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-30	QUALITY OF SERVICE	MARION	S	FALSE	6/18/2024
1447303W	6/11/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-30	QUALITY OF SERVICE	MARION	S	FALSE	7/17/2024
1461845W	12/27/2024	WS985 CSWR-Florida Utility Operating Company, LLC	GI-30	QUALITY OF SERVICE	MARION	S	FALSE	2/25/2025
1362951W	2/10/2021	WU239 Sunshine Utilities of Central Florida, Inc.	GI-30	QUALITY OF SERVICE	MARION	S	FALSE	3/17/2021

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1411215W	12/5/2022	WS985 CSWR-Florida Utility Operating Company, LLC	WB-01	IMPROPER RATES APPLIED	MARION	B	TRUE	1/10/2023
1412077W	12/19/2022	WS985 CSWR-Florida Utility Operating Company, LLC	WB-01	IMPROPER RATES APPLIED	MARION	B	TRUE	1/31/2023

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1458573W	10/30/2024	WS985 CSWR-Florida Utility Operating Company, LLC	WB-03	METER NOT READ AT REGULAR INTERVALS	MARION	B	TRUE	12/16/2024

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Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1411983W	12/15/2022	WS985 CSWR-Florida Utility Operating Company, LLC	WB-04	INACCURATE METER READINGS	MARION	B	TRUE	1/31/2023
1454548W	9/4/2024	WS985 CSWR-Florida Utility Operating Company, LLC	WB-04	INACCURATE METER READINGS	VOLUSIA	B	TRUE	10/31/2024
Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1422229W	5/25/2023	WS985 CSWR-Florida Utility Operating Company, LLC	WB-05	METER NOT RECORDING WITHIN STANDARDS	MARION	B	TRUE	7/19/2023
Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1403697W	9/13/2022	WU239 Sunshine Utilities of Central Florida, Inc.	WB-12	DEPOSIT NOT REFUNDED	MARION	B	TRUE	11/4/2022
Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1401762W	8/16/2022	WS985 CSWR-Florida Utility Operating Company, LLC	WB-23	BILLING WRONG CUSTOMER	MARION	B	TRUE	9/30/2022
Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1454143W	8/28/2024	WS985 CSWR-Florida Utility Operating Company, LLC	WB-29	Improper billing for service facilities	MARION	B	TRUE	10/8/2024
Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1437758W	1/24/2024	WS985 CSWR-Florida Utility Operating Company, LLC	WB-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	MARION	B	TRUE	5/29/2024
1394952W	4/26/2022	WU383 Neighborhood Utilities, Inc.	WB-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	DUVAL	B	TRUE	7/22/2022
Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1400559W	7/28/2022	WS345 Sebring Ridge Utilities, Inc.	WB-51	FAILURE TO RESPOND IN 7 WKDY TO STAFF REQ 25-22.032(6)E	HIGHLANDS	B	TRUE	9/20/2022
1450093W	7/2/2024	WS985 CSWR-Florida Utility Operating Company, LLC	WB-51	FAILURE TO RESPOND IN 7 WKDY TO STAFF REQ 25-22.032(6)E	CITRUS	B	TRUE	8/20/2024

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Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1452188W	7/31/2024	WS985 CSWR-Florida Utility Operating Company, LLC	WB-51	FAILURE TO RESPOND IN 7 WKDY TO STAFF REQ.25-22.032(6)E	CITRUS	B	TRUE	9/5/2024
1428406W	9/1/2023	WS246 Tymber Creek Utilities, Incorporated	WS-10	SERVICE REFUSED	VOLUSIA	S	TRUE	9/28/2023
1406275W	10/4/2022	WS985 CSWR-Florida Utility Operating Company, LLC	WS-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	MARION	S	TRUE	11/15/2022
1422513W	6/1/2023	WS985 CSWR-Florida Utility Operating Company, LLC	WS-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	MARION	S	TRUE	7/10/2023
1423687W	6/21/2023	WS985 CSWR-Florida Utility Operating Company, LLC	WS-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	MARION	S	TRUE	8/17/2023
1428411W	9/1/2023	WS985 CSWR-Florida Utility Operating Company, LLC	WS-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	MARION	S	TRUE	12/7/2023
1428491W	9/5/2023	WS985 CSWR-Florida Utility Operating Company, LLC	WS-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	MARION	S	TRUE	10/31/2023
1431525W	10/11/2023	WS985 CSWR-Florida Utility Operating Company, LLC	WS-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	MARION	S	TRUE	1/24/2024
1433302W	11/7/2023	WS985 CSWR-Florida Utility Operating Company, LLC	WS-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	MARION	S	TRUE	1/24/2024
1439219W	2/16/2024	WS985 CSWR-Florida Utility Operating Company, LLC	WS-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	MARION	S	TRUE	4/9/2024

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Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1439730W	2/23/2024	WS985 CSWR-Florida Utility Operating Company, LLC	WS-50	FAILURE TO PROVIDE RES TO CUST IN 15 WD 25-22.032(6)B	LAKE	S	TRUE	4/3/2024
1447244W	6/10/2024	WS985 CSWR-Florida Utility Operating Company, LLC	WS-50	FAILURE TO PROVIDE RES TO CUST IN 15 WD 25-22.032(6)B	MARION	S	TRUE	7/31/2024

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1433081W	11/6/2023	WS985 CSWR-Florida Utility Operating Company, LLC	WS-51	FAILURE TO RESPOND IN 7 WKDY TO STAFF REQ 25-22.032(6)E	LAKE	S	TRUE	1/3/2024

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Application for increase in water and wastewater rates in Brevard, Citrus, Duval, Highlands, Marion, and Volusia Counties by CSWR-Florida Utility Operating Company.

DOCKET NO. 20250052-WS

DATED: MARCH 27, 2026

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that the testimony of John F. Plescow 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 27<sup>th</sup> day of March, 2026.

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*/s/ Daniel Dose*

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