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BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

In re: DOCKET NO. 20250052-WS  
Application for increase in water and  
wastewater rates in Brevard, Citrus, Duval,  
Highlands, Marion, and Volusia Counties by  
CSWR-Florida Utility Operating Company.  
\_\_\_\_\_ /

PROCEEDINGS: SERVICE HEARING  
COMMISSIONERS  
PARTICIPATING: CHAIRMAN GABRIELLA PASSIDOMO SMITH  
COMMISSIONER GARY F. CLARK  
COMMISSIONER MIKE LA ROSA  
COMMISSIONER BOBBY PAYNE  
COMMISSIONER ANA ORTEGA

DATE: Wednesday, March 25, 2026

TIME: Commenced: 9:00 a.m.  
Concluded: 9:45 a.m.

PLACE: Sica Hall  
1065 Daytona Avenue  
Daytona Beach, Florida

REPORTED BY: DEBRA R. KRICK  
Court Reporter and  
Notary Public in and for  
the State of Florida at Large  
Court Reporter

PREMIER REPORTING  
TALLAHASSEE, FLORIDA  
(850) 894-0828

1 APPEARANCES:

2 TOM A. CRABB, ESQUIRE, Radey Law Firm, 301  
3 South Bronough Street, Tallahassee, Florida 32301;  
4 appearing on behalf of CSWR-Florida

5 WALT TRIERWEILER, PUBLIC COUNSEL; AUSTIN  
6 WATROUS, ESQUIRE, OFFICE OF PUBLIC COUNSEL, c/o The  
7 Florida Legislature, 111 West Madison Street, Room 812,  
8 Tallahassee, FL 32399-1400, appearing on behalf of the  
9 Citizens of the State of Florida.

10 DANIEL DOSE and ZACHARY BLOOM, ESQUIRES, FPSC  
11 General Counsel's Office, 2540 Shumard Oak Boulevard,  
12 Tallahassee, FL 32399-0850, appearing on behalf of the  
13 Florida Public Service Commission.

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1 P R O C E E D I N G S

2 CHAIRMAN SMITH: Good morning. All right.  
3 It's 9:00 a.m., so I am going to go ahead and get  
4 started. I know you guys have places to be.

5 Welcome, and thank you for all of you for  
6 attending this customer service hearing. This is a  
7 part of our review of CSWR-Florida Utility  
8 Operating Company's request for a rate adjustment.  
9 This service hearing is an important part of the  
10 process and is dedicated to hearing from you, the  
11 customer.

12 Staff, will you please read the notice?

13 MR. DOSE: By notice issued on February 19th,  
14 2026, this time and place has been set for a  
15 customer service hearing in Docket No. 20250052-WS.  
16 The purpose of the service hearing is set forth  
17 more fully in the notice.

18 CHAIRMAN SMITH: Thank you.

19 At this time, we will take appearances of  
20 counsel, starting with CSWR.

21 MR. CRABB: Tom Crabb of the Radey Law Firm  
22 for CSWR-Florida.

23 MR. WATROUS: Austin Watrous on behalf of the  
24 Florida Office of Public Counsel. And I would also  
25 like to enter an appearance for Walt Trierweiler,

1 the Public Counsel.

2 MR. DOSE: Daniel Dose and Zachary Bloom for  
3 Commission legal staff.

4 CHAIRMAN SMITH: Thank you.

5 Okay. Well, thank you all for being here and  
6 participating and sharing your experience with the  
7 quality of service provided by CSWR and providing  
8 any comments you may have regarding the utility's  
9 rate request.

10 In addition to sharing your comments here, you  
11 can also provide written comments or additional  
12 materials by paper mail or by email. The rate case  
13 overview includes instructions on how to provide  
14 written comments to the Commission, and rest  
15 assured that your written comments will be sent to  
16 us to be made available to review. The rate case  
17 overview is in those packets that you saw. You can  
18 also scan the QR code on the big sign out front  
19 too.

20 If you have specific service or billing  
21 issues, representatives from CSWR are here -- they  
22 are over here -- to assist you, so you can ask them  
23 for any specific issues that you might have just  
24 with your own account.

25 Before we hear from the customers, I will

1 allow brief opening statements by the parties,  
2 starting with CSWR.

3 MR. COX: She told me I have to use the  
4 microphone.

5 Hello, I am Josiah Cox. I am the CEO and  
6 founder of Central States Water Resources. I think  
7 most of the customers in this room are probably  
8 from Tymber Creek or North Peninsula, those are the  
9 two communities that are closer to here.

10 To give you a brief overview, start with North  
11 Peninsula.

12 North Peninsula is a completely failed,  
13 wastewater treatment plant. It's actually got  
14 structural issues. We originally planned on  
15 shipping that waste to Ormond Beach, but I had not  
16 been able to reach agreement with those guys. We  
17 are doing a giant emergency stabilization of that  
18 plant and a whole plant replacement. So you can  
19 expect that entire wastewater plant is going to get  
20 replaced, lift station work, mechanical, full  
21 mechanical and electrical upgrades on that whole  
22 system. So really, really distressed systems in  
23 the process of replacing that.

24 Tymber Creek has got a wastewater plant, we  
25 have done a ton of repairs, not basically

1 abandoned, but it was very, very -- it hadn't been  
2 invested in for very long time, mechanical and  
3 electrical replacements. We did a lifted station  
4 project we do with the homeowners' association of  
5 Tymber Creek. I met the homeowners' associations  
6 representatives earlier. I believe we have had  
7 some disagreements. I apologize for that. We are  
8 going to work on that and try to come to terms with  
9 you guys on getting some work done that you would  
10 like, and probably better neighbors on that one.  
11 So it's still a lot of work to be done on that  
12 system in terms of structural repairs. We got to  
13 do new mechanical equipment, blowers, that kind of  
14 thing, because it's out of compliance for so among.  
15 There had about no solids handling there either.

16 So with all of that, I appreciate you guys  
17 coming here today. We are glad to hear from you.  
18 If you want to talk to us afterwards, we will be  
19 available to meet with you.

20 Thank you.

21 CHAIRMAN SMITH: We'll now hear from OPC. Mr.  
22 Watrous, you are recognized.

23 MR. WATROUS: Thank you, Madam Chair.

24 Good morning. My name is Austin Watrous, and  
25 I am an attorney with the Florida Office of Public

1 Counsel. The Office of Public Counsel, also known  
2 as OPC, was created over 50 years ago by the  
3 Florida Legislature to give customers an effective  
4 advocate in proceedings such as this. The Public  
5 Counsel, Walt Trierweiler, thanks you for taking  
6 the time to be here today.

7 Today, I want you to know that the Office of  
8 Public Counsel is actively challenging CSWR's  
9 proposed rate increase. The theme for this case is  
10 affordability and customer prosperity. We will  
11 argue with the assistance of our nationally  
12 respected experts the proposed rate increases and  
13 the acquisition adjustments will result in unfair,  
14 unjust and unreasonable rates for you.

15 I am not going to take the time to share all  
16 the things we are doing to resolve this case in  
17 your favor, but I do want you to be confident in  
18 the pretrial preparation our office is conducting,  
19 the countless hours our team is devoting to  
20 studying thousands of pages of responses and  
21 documents from CSWR to identify reductions that  
22 should be made to their request.

23 I also want you to be confident that your  
24 voice is a valuable part of this rate case. The  
25 rate increases have not yet been decided, and these

1           Commissioners, who are your Commissioners, are  
2           conducting virtual and in-person customer service  
3           hearings to listen to you. So please share your  
4           thoughts as clearly and persuasively as you can,  
5           because your sworn testimony will be considered by  
6           these Commissioners, the parties, both now and in  
7           the future, when the Commission exams all the  
8           evidence before them to approve only the portion of  
9           CSWR's rate increases that are reasonable, prudent  
10          and in the public interest.

11           I invite you to share the details of your  
12          experiences as a customer of CSWR, to share the  
13          personal impacts CSWR's proposed rate increases  
14          will have upon you, your family, your friends, your  
15          businesses and the -- and your employees. Do be  
16          mindful of time so that your neighbors here may  
17          also have time to speak.

18           Thank you again for taking the time to  
19          participate in today's customer hearing. We look  
20          forward to hearing from you.

21           Thank you, Madam Chair.

22           CHAIRMAN SMITH: Thank you, Mr. Watrous.

23           All right. We are now going to move to the  
24          customer testimony portion. Your comments will  
25          become a part of the official record and,

1           therefore, subject to cross-examination. That just  
2           means that one of the Commissioners or one of the  
3           parties might ask you a follow-up question so, you  
4           know, that's not to intimidate you, or anything.  
5           It's just to make sure that we get clarity on your  
6           comments.

7                        So for all customers who intend to testify and  
8           who are able to do so, will you please stand and  
9           raise your right hand so that I may swear you in?

10                      I am sorry, you all stood up one minute too --  
11           one second too early, because I think there is  
12           somebody signing in and I want to make sure that I  
13           can get him too.

14                      UNIDENTIFIED SPEAKER: I am going to sit down.

15                      CHAIRMAN SMITH: Yeah, relax. I would feel  
16           bad if we missed that.

17                      I can say, when you do present your comments,  
18           you will come to the podium, and the mic should be  
19           on. And feel free to adjust it for whatever height  
20           you need.

21                      Okay. I am going to do this one more time.  
22           So for all of you who are intend to testify, will  
23           you please stand and raise your right hand?

24                      (Whereupon, Chairman Smith administered the  
25           oath.)

1           CHAIRMAN SMITH: Thank you. You can sit now.  
2           Thank you very much.

3           So as Mr. Watrous said, just, you know, be  
4           mindful when you do your comments about making sure  
5           that there is enough for your neighbors to speak,  
6           but I am not going to, you know, I am not going to  
7           cut you off mid-thought or anything like that. I  
8           just want you to just, you know, be cognizant of  
9           those who are behind you in the lineup.

10          Representatives from OPC will be helping. Mr.  
11          Watrous is going to call three -- two names at a  
12          time so that you know if your name is second, that  
13          you are on deck. So just kind of be prepared. And  
14          then when you come up, if you could just, you know,  
15          state your name again for the record.

16          We usually start with elected officials. Are  
17          there any elected officials who wish to make  
18          comments before we -- no? Okay.

19          So with that, we are going to go ahead and  
20          move on to our first customer who signed up. The  
21          way we do it is in order of sign-up, just so you  
22          know.

23          Okay, Mr. Watrous, you may call the first  
24          customer.

25          MR. WATROUS: Thank you, Madam Chair.

1           The first customer is Michael Lanza, and on  
2           deck we will have Siri Famiglietti.

3           CHAIRMAN SMITH: Mr. Lanza? Well, we can come  
4           back to him, yeah.

5           MR. WATROUS: Siri Famiglietti, and after that  
6           will be Scott Buckwald.

7           CHAIRMAN SMITH: Siri?

8           MS. FAMIGLIETTI: I am sorry?

9           CHAIRMAN SMITH: Ma'am, you are recognized.

10          MS. FAMIGLIETTI: I am sorry?

11          CHAIRMAN SMITH: Are you Siri?

12          MS. FAMIGLIETTI: Yes.

13          CHAIRMAN SMITH: Yes, you are.

14          MS. FAMIGLIETTI: Okay. I am sorry, when I  
15          checked in, there was somebody before me.

16          CHAIRMAN SMITH: Yeah. I think he might have  
17          stepped out. Whenever you are ready.

18                                   PUBLIC COMMENT

19          MS. FAMIGLIETTI: Well, good morning ladies,  
20          gentlemen. I have never, ever done this in my  
21          life. I am 100 percent not prepared, but I am  
22          prepared because I am going to go speak the truth.

23                   Yeah, I am so not prepared, but I have  
24          actually an envelope, and actually I am talking  
25          about because I live next door to, as I call it,

1 the -- I will just say it as I call it, as I made  
2 my phone calls, the shit machine, if that has  
3 anything to do with this meeting here today.

4 I purchased my house about eight years ago  
5 because it's right across the street from the  
6 ocean. I can't ask for anything better getting  
7 that ocean breeze, the smell, ahh. Windows open.  
8 Yeah, well, I move in, get used to it, and I am  
9 like, what is that F-ing smell, and that noise? I  
10 had to close all my windows. I could not open my  
11 windows. The smell, the noise, and the  
12 embarrassment to sit in my own back -- go in my  
13 mass bedroom if I had the window open that is on  
14 the opposite side of the machine, I smell it.

15 I could walk -- I am three houses in from the  
16 ocean, and literally the machine is behind my  
17 house. What I have to endure and be embarrassed  
18 when I have people over, depending on which way the  
19 wind blows, that I have to smell it.

20 And when I say smell it, you go in a Porta  
21 John? Well, that's what it smells like. You don't  
22 want to leave your windows open because of the  
23 noise. I can't enjoy the sound of the ocean. If I  
24 could walk to the Ocean Shore Boulevard -- like I  
25 said, I am a cul-de-sac right behind it, I could

1           hear the machine and I could smell the machine.

2           Now, I purchased that spot because of the  
3           ocean. How wonderful. I couldn't ask for anything  
4           better, and I got everything but that. There were  
5           years I really didn't go in my pool because I  
6           didn't go in my back yard, and I fought seven  
7           years, starting with the gentleman who owned it on  
8           in Grenada, and everything was always brushed under  
9           the carpet.

10           And actually, I have a lot of research. I  
11           have spoken to a lot of people. I have gotten -- I  
12           know people, put it that way, in Volusia County,  
13           and I wish I had that where I wrote it, because I  
14           really want to take this to the top. And I  
15           although they did start, they were in contact -- I  
16           asked, whoever owns this new place or bought it  
17           from North Peninsula, I said, please invite him to  
18           my home. Please, I want him to come to my home and  
19           have a barbecue, and live how I have to live, and  
20           pay my taxes for what? I am in a gorgeous  
21           neighborhood. I am in paradise, and I have to  
22           smell that and hear that, when you want to just  
23           hear peace and quiet. That's what I am here for.

24           Then I do my research, and then I find out --  
25           I don't know if you want me to spill the beans, but

1 prior to the new company purchasing this thing from  
2 North Peninsula knew a lot. They knew it was  
3 seeping into our drinking water. And they also  
4 knew it was going into our ocean, okay.

5 There was an order of consent prior to the new  
6 facility buying it, knowing all the fecal -- the  
7 chloroform into the wastewater that goes into the  
8 beach and the ground.

9 I spoke with the DEP, Volusia County. I mean,  
10 I honestly came unprepared, but I am doing the best  
11 that I can, guys, because whoever is responsible  
12 for taking care of this, I feel very serious  
13 environmental. To breath this in, is this healthy?  
14 I can't imagine this is healthy.

15 And I wish that new owner would come to my  
16 home, and I would gladly barbecue for him. I would  
17 be as cordial to anybody else. I just wanted him  
18 to experience what I have to experience.

19 That's why I am here today. I am sure I left  
20 a lot out, but if it continues, it's truly  
21 disgusting.

22 I just want to backtrack. They did start  
23 working on it. They really did. They really  
24 started working on it hard at the beginning. They  
25 were putting tents up there for me.

1           My neighbor -- one of my neighbor's is going,  
2           Siri, how did you do this? You moved in here, you  
3           know, how many years ago, and there was a neighbor  
4           that has a book this big that's been fighting this  
5           company. I said, I don't know. I said, I speak  
6           the truth and I am not going to put up with it.  
7           This is not why I bought my home here. Who would?  
8           I know he wouldn't, the owner.

9           No offense to like -- and I am not trying to  
10          push anything. He doesn't know. He is not there.  
11          He is just making the paychecks. I am sorry. I am  
12          not here to jab, by all means.

13          But anyway, they did start working hard on it,  
14          and the noise is right back again, and the stench  
15          is godforsaken awful. I don't even want to go out  
16          and walk my dog.

17          And if anybody wants to come to my house, you  
18          all have my address, and I will give it to you here  
19          now. And I really wish something could be done for  
20          this neighborhood, and our community there, and for  
21          the sea life around us and what's leaking into our  
22          drinking water that my dog might drink from, so  
23          thank you.

24                 CHAIRMAN SMITH: Thank you for your testimony.  
25                 Is there any follow-up questions?

1 MR. CRABB: Madam Chair, can I ask just a  
2 couple of questions?

3 CHAIRMAN SMITH: Yes.

4 MR. CRABB: Again, I am Tom Crabb. I  
5 represent the utility, CSWR-Florida.

6 How long have you lived at your residence?

7 MS. FAMIGLIETTI: Eight years.

8 MR. CRABB: Okay. So you were a customer of  
9 North Peninsula Utilities --

10 THE WITNESS: Correct.

11 MR. CRABB: -- Corporation?

12 And when you referred to a stack of documents  
13 about this company, by this company, did you mean  
14 North Peninsula?

15 MS. FAMIGLIETTI: The old company. That's  
16 what I -- yes.

17 MR. CRABB: And have you noticed anything  
18 different since CSWR has taken over?

19 MS. FAMIGLIETTI: Yes, I addressed that. I  
20 did. That's I was ready to leave and backtrack it.

21 Yes, at the beginning, they did start.  
22 They -- I was in touch with quite a few people, I  
23 have names, like I said everything is scribbled and  
24 not together. I have had people come to my home  
25 with the monitoring machines checking the levels.

1           And I am right, and the smell is the smell.

2           And, yeah, so they did get it -- oh, and my  
3 neighbor, who also has -- is affected, but he is  
4 all the way around the corner -- there is lots of  
5 people affected. Lots. A whole community. It's  
6 disgusting to walk through Seabridge community. It  
7 really is, it's a shame, that all the years he was  
8 there, he is the one that told me about the  
9 neighbor that had a stack this big that fought,  
10 Marie or whatever, Maria, whatever. It doesn't  
11 matter.

12           He says, I never put in a jacuzzi because,  
13 again, he is the next door neighbor to the machine.  
14 There is quite a few surrounding houses. And he  
15 actually was able to put one in, was it last year?  
16 Yeah, I think it was last year because was it  
17 finally quiet and it wasn't stench all the time,  
18 but it's back. They did try it at the beginning.  
19 They did.

20           MR. CRABB: Thank you so much.

21           MS. FAMIGLIETTI: Yep.

22           CHAIRMAN SMITH: Thank you.

23           MS. FAMIGLIETTI: Oh, is that it?

24           CHAIRMAN SMITH: Yes. Thank you very much,  
25 ma'am.

1 MR. WATROUS: Thank you.

2 Scott Buckwald, you are up, and then Bruce  
3 Jones will be next.

4 PUBLIC COMMENT

5 MR. BUCKWALD: Good morning. I am Scott  
6 Buckwald. I am a resident of Tymber Creek  
7 subdivision. I have lived there for over 40 years.  
8 I am also the Vice-President on the HOA board for  
9 my second stint there, so I am talking for myself  
10 and talking for the whole neighborhood. We do have  
11 some residents here. I don't know if they are  
12 going to speak or just listen. We have 427 homes  
13 there.

14 Our stance we are against any of the  
15 standardized pricing for Central States. It's kind  
16 of monopolized price fixing there. We don't have  
17 anything more than one choice of a utility company  
18 there. I understand they have the right to make a  
19 certain percentage profit, but when you take a  
20 whole area, I think there is six counties that they  
21 want to have standardized pricing, you know,  
22 Florida has 67 counties. Every county has  
23 different gas tax. Every city there has different  
24 property taxes there. I don't see how you can have  
25 one standardized tax, or one standardized rate for

1 everybody there.

2 Different utilities like the one you are  
3 talking about, North Peninsula, needs to be totally  
4 rebuilt there. The one in Tymber Creek has had a  
5 lot of upgrades that are needed. There is still --  
6 some upgrades have been done. Some are still  
7 pending there because of the issues we are having  
8 with Central States there. Hopefully we can work  
9 them out there.

10 As far as customer service there, our  
11 relationship has not been good with customer  
12 service. We have nothing more than an 800 number  
13 to call when there is an issue there. And the  
14 result has always been stall, delay, deny.  
15 Customer service experience hasn't been -- hasn't  
16 been great.

17 As the HOA, you know, our subdivision, we need  
18 a utility company, they need us. We need to have a  
19 better working relationship there. I was talking  
20 with the CEO earlier in the parking lot there  
21 expressing some of the information. Maybe it's  
22 going to improve. That remains to be seen there.  
23 Hopefully it does there. I want to have a good  
24 relationship. They are going to be our utility  
25 company for a long time there.

1           But the big thing, the standardized pricing  
2           there, if they make a poor investment in one  
3           utility, they weren't expecting to have to rebuild  
4           the whole thing there, the other utility shouldn't  
5           have to compensate for poor investment, it's just  
6           each one should stand alone there. If one utility  
7           needs more money put in, the customers, you know,  
8           should have a price increase there. They shouldn't  
9           spread that evenly over the whole area there.

10           What else do I want to add to there? You  
11           know, as the service improves there, you know, most  
12           of the rates have gone up from day one there.  
13           Hasn't been a lot of information about justifying,  
14           you know, rates going up there or what they have  
15           done there. I have learned more in the last few  
16           minutes about what they are doing to the utility  
17           company there to make improvements there.

18           Communication is a big problem there. For  
19           everybody, they look to the HOA, hey, we have a  
20           problem here, we found a bunch of overflows from  
21           some of the sewer areas there. The response has  
22           been slow to deal with them. I have got videos  
23           from different residents there, you know, the sewer  
24           cap has been flowing for several days putting out  
25           raw sewage there.

1           We had a big water leak the last year there  
2           that ran for four days before it was remedied  
3           there. When I called the 800 number. Is it an  
4           emergency? I said, yeah, it's an emergency. I  
5           assumed we would get a response in a day. It took,  
6           I think, three or four days there. The water bill  
7           ended up being \$8,000 there, you know.

8           I personally went down there to try and shut  
9           the meter down, figuring, you know, where the break  
10          was. I didn't know if it the line or a meter  
11          there. Water was gushing out so much there I  
12          couldn't even get to it there.

13          So communication -- communication is a problem  
14          there. Hopefully it will get better there. We had  
15          a list of different things that needed to be  
16          improved. A couple of them have started to take  
17          place there. Hopefully we can work through the  
18          list and get better there. That's more operating  
19          stuff there.

20          As far as the water rates, utility rates  
21          there, the whole subdivision is against it. I am  
22          against it there. We have no other choice there.  
23          It's a monopoly. And I understand utilities are  
24          monopolies. I can go only go to FP&L for  
25          electricity there, but we shouldn't have to

1 subsidize other utilities that are losing money, or  
2 they shouldn't have to subsidize us that need  
3 improvements. And that's it.

4 CHAIRMAN SMITH: Thank you, sir.

5 Any follow-up questions?

6 MR. CRABB: Just one -- excuse me, just one  
7 follow-up question, sir.

8 Are you -- did you review the consolidated  
9 pricing structure that CSWR has proposed?

10 MR. BUCKWALD: I looked over it there, yeah.  
11 Tymber Creek was one of the lower ones.

12 MR. CRABB: What would be the impact to Tymber  
13 Creek?

14 MR. BUCKWALD: I would have to see the sheet.  
15 They had it broken out what it would change the  
16 water bill. I don't know the exact dollar amount  
17 there.

18 MR. CRABB: Gotcha. Okay. Thank you.

19 CHAIRMAN SMITH: Thank you, sir.

20 MR. BUCKWALD: Thank you.

21 MR. WATROUS: Bruce Jones, and up next would  
22 be Linda Hughes.

23 PUBLIC COMMENT

24 MR. JONES: Good morning. My name is Bruce  
25 Jones.

1           A little background about me. I am the former  
2           service -- senior management service director for  
3           Mercedes Benz of Daytona Beach in safety and  
4           environmental.

5           One of the things I took on as a community  
6           member and volunteer with the Tymber Creek HOA was  
7           our fire hydrant system that's owned by the local  
8           water company. And if I could show, and you could  
9           pass it around, this is -- can I approach?

10           CHAIRMAN SMITH: Yes.

11           MR. JONES: This is a picture of our fire  
12           hydrant inside of Tymber Creek. They are supposed  
13           to be inspected yearly and painted. The painting  
14           should be a red bottom and then the Bonnet or top  
15           of the fire hydrant has to be color coded to let  
16           the Fire Department know how much PSI pressure is  
17           coming out of those fire hydrants and these  
18           hydrants hadn't been looked at in --

19           COURT REPORTER: Excuse me, sir.

20           CHAIRMAN SMITH: Sorry, the only thing -- we  
21           can see it, but she's dictating, so she will need  
22           you to speak into the microphone --

23           MR. JONES: I'm sorry. Sorry. Sorry. Sorry.

24           CHAIRMAN SMITH: It's okay, we just have to  
25           make sure that all the parties --

1           MR. JONES: Pictures there were taken in  
2           November of '24. So I called CSWR. They say the  
3           system was inspected. So then I further go further  
4           knowing from all the corrosion, they haven't been  
5           opened up and flushed for 60 seconds.

6           So I look into and get ahold of Fire Marshall  
7           Gaines of Ormond Beach Fire Department. He helps  
8           assist. I have had several complaints to the  
9           Public Service Commission about this issue.

10          Tymer Creek is a 50-year-old subdivision, 427  
11          homes, all made with wood. Zero property line.  
12          The importance of a working fire hydrant is  
13          paramount, and I am still not completed with this  
14          task.

15          Mr. Gaines has sent me information on Chapter  
16          633. The blue reflectors in the road are part of  
17          who owns the fire hydrant, which is CSWR. I talked  
18          to that gentleman there --

19          UNIDENTIFIED SPEAKER: He stepped out.

20          MR. JONES: -- and he said out in the parking  
21          lot that it's going to be looked at, but we are now  
22          under -- not compliant with the City of Ormond  
23          Beach.

24          It's been over 18 months trying to get a  
25          safety factor fixed. We have 427 homes. If a fire

1           broke out and those fire hydrants weren't pumping,  
2           it could have been a calamity. And I am not --  
3           when I deal with safety, it's paramount. It has to  
4           move fast, corrected and done correctly, and it's  
5           not happening.

6                     So I appreciate your time. Chairman, I do  
7           have a doctor's appointment at 10:30, permission to  
8           leave here about 10:15.

9                     CHAIRMAN SMITH: Absolutely.

10                    MR. JONES: Thank you very much.

11                    MR. WATROUS: Mr. Jones?

12                    CHAIRMAN SMITH: I am sorry, we just have one  
13           follow-up.

14                    MR. WATROUS: Did you want to attach that  
15           photo as an exhibit to your testimony?

16                    MR. JONES: If I could. If I could.

17                    MR. WATROUS: So if we can, could we please  
18           have you send that to the PSC staff, and then we  
19           will address that at the technical conference, is  
20           that acceptable to you?

21                    MR. JONES: And those fire hydrants have been  
22           painted except one, and that got done last week  
23           after I brought to the attention at a meeting we  
24           had last week, but we are still not in compliance  
25           with the blue reflectors, which is important.

1           MR. DOSE:  If you could just meet with Kelly  
2           Thompson here, she will have you email that to her  
3           and we can get that into the record.

4           MR. JONES:  Okay.

5           MR. DOSE:  And we will mark that as Exhibit  
6           77.

7           (Whereupon, Exhibit No. 77 was marked for  
8           identification.)

9           MR. CRABB:  Sir, can I ask you one quick  
10          question?

11          CHAIRMAN SMITH:  I am so sorry.

12          MR. CRABB:  I am so sorry.

13          CHAIRMAN SMITH:  Oh, no.  Go ahead.

14          MR. CRABB:  I was just going to ask you where  
15          the photo was taken, where the location of that  
16          fire hydrant is?

17          MR. JONES:  Scotty, what's the address at your  
18          old house?

19          MR. BUCKWALD:  Wasn't that the one painted on  
20          Inglewood and Tymber Run?

21          MR. JONES:  Run by your old house.

22          MR. BUCKWALD:  That would have been Tymber  
23          Run.

24          MR. JONES:  Tymber Run and --

25          MR. BUCKWALD:  Where I am at now?

1 MR. JONES: No, your old house.

2 MR. BUCKWALD: I'm sorry.

3 MR. JONES: The picture was taken at Fox Lane  
4 crossroad Tymber Run, and that was taken on  
5 November 19th, 2024.

6 MR. WATROUS: Thank you.

7 MR. JONES: Any other questions?

8 CHAIRMAN SMITH: Thank you very much.

9 MR. JONES: Thank you.

10 MR. WATROUS: Thank you, Madam Chair.

11 Up next is Linda Hughes, followed by Tommy  
12 White.

13 PUBLIC COMMENT

14 THE WITNESS: Good morning. I am Linda  
15 Hughes. I live in Tymber Creek, and I am the  
16 President of the HOA.

17 A couple of things that I wanted to bring up  
18 was, number one, customer service. I do understand  
19 that we are going to have people on-site, but  
20 calling the 1-800 number is like, I don't know,  
21 just push a button, whatever. They don't ever have  
22 answers. They don't ever escalate. I have called  
23 sometimes on the same issue several times, and  
24 every time it's like, oh, we will write something  
25 up and we will go ahead and we will send it up the

1 line. We will look at it, and then I hear nothing  
2 and nothing. And I ask, and they start a new  
3 ticket. They don't finish the ticket that they had  
4 open. They don't always give me a ticket number,  
5 so it's very hard for me to say, well, yeah, I  
6 called back on this date at this time and it was  
7 going to be investigated.

8 One of those issues was the big water leak  
9 that Scott talked about. We had several people  
10 call, they were going to investigate, going to  
11 investigate.

12 Finally got some relief, but because the leak  
13 was on our side, they are saying we are going to  
14 have to pay our portion of the bill. Well, that  
15 wasn't the problem. The problem was the shutoff  
16 valve. And if I am not mistaken, the shutoff valve  
17 belongs to the utility company. And we called and  
18 said, we need somebody to come out here and either  
19 replace it, force it closed. We did our best, and  
20 they are now using the rest of the water bill as a  
21 negotiating point for other issues we have had in  
22 the community.

23 They have had a lot of problems with their  
24 subcontractors, which I understand they have  
25 changed subcontractors, where roads have been dug

1 up, you know, they don't -- they are not put back.  
2 When lift stations were, you know, worked on, they  
3 weren't, you know, put back the way they were  
4 before or better. We have had some promises that  
5 they will be, but again, we haven't seen those  
6 promised fulfilled.

7 There is a lift station in our phase two that  
8 they are claiming doesn't belong to them. Well, it  
9 may be common in some areas that you don't have to  
10 own all the lift stations, but as far as we were  
11 concerned, even with our old utility company, was  
12 that if the lift station connects to the sewer, it,  
13 therefore, is your lift station, and they cleaned  
14 it out and they upgraded it before they sold to the  
15 new utility company.

16 Well, now we have been told for a  
17 month-and-a-half, they are investigating. What are  
18 they investigating? You know, are they going to,  
19 you know, put a camera down there and see if it  
20 connects to their system? You know, what -- I  
21 haven't seen anything that says legally or  
22 anything, you know, that this thing belongs to you.

23 We have since spent about \$5,000 to fix the  
24 lift station so that it's operational. So we  
25 expect to get some relief for that once it's

1           determined that it's connected to the sewer system.

2           In general, we also have a lot of irrigation  
3 meters. We are being charged for meters we don't  
4 know that they even exist. We have asked for help  
5 to identify, if you are going to charge us for it,  
6 tell us where it is, please, and then we can at  
7 least make it operational and we can use it for  
8 irrigation instead of just being charged for it.

9           In general, I have talked to several  
10 homeowners, one in particular on Wicksfield, and  
11 you will probably have a note of this, who has  
12 called and called and called. She had severe  
13 damage on her driveway because the utility company  
14 marked the utility and they didn't mark it in the  
15 right place. So when AT&T came out, they hit it.  
16 And thousands of dollars later, no one is taking  
17 responsibility for that, even though it was  
18 mismarked. As we found in numerous other places  
19 when they came out and they marked utilities, we  
20 probably had over a period of a week every day a  
21 main break, and no water, no sewer.

22           You know, I -- I know you can sense my  
23 frustration, and I am frustrated for my community.  
24 And to then have to increase our water, a lot of  
25 people are on fixed incomes -- isn't everybody on a

1 fixed income pretty much? Yes. I just don't think  
2 that we should be charged for services we are not  
3 getting.

4 Any questions?

5 CHAIRMAN SMITH: Follow-up questions?

6 Thank you very much for your testimony. Thank  
7 you.

8 MR. WATROUS: Next up is Tommy White, and then  
9 we will circle back to Michael Lanza.

10 PUBLIC COMMENT

11 MR. WHITE: Good morning, ladies and  
12 gentlemen. My name is Tommy White. I live at 364  
13 Tymber Run, in Tymber Creek subdivision, Ormond  
14 Beach, and I have lived in Tymber Creek for  
15 probably 47 years. I have -- at my present  
16 address, I have been there for 46 years.

17 The thing that concerns me is the method that  
18 this company is trying to standardize rates over a  
19 large portion of their service area. They have  
20 come in here, they bought these utilities up, and  
21 maybe, maybe not, done their due diligence as to  
22 what they were buying. And you get in and you find  
23 that you have got something that may or may not  
24 have been overlooked, and the first thing you want  
25 to do is you want to change the way that the

1           billing is done. And if I am not mistaken, the  
2           State of Florida has got a prescribed way that you  
3           go about that dealing with the Public Service  
4           Commission, their guidelines, and I think that each  
5           one of these -- evidently these folks have bought  
6           more than one utility, and that each of these  
7           utilities needs to be judged on their own. In  
8           other words, don't come in here from Texas, or  
9           wherever you are from, and want to change the way  
10          that the State of Florida does business. You came  
11          in here, you bought something, and you need to live  
12          with what we have got here. If you feel like that  
13          a increase is justified, then go through the proper  
14          steps with the State of Florida and let each one of  
15          these utilities stand on their own.

16                 Having a ability to just do a carte blanche  
17          rate increase on a blanket area doesn't seem to  
18          resinate as making much sense to me, and that's  
19          pretty much what I am here to speak about.

20                   CHAIRMAN SMITH: Thank you.

21                   Follow-up questions?

22                   Thank you very much for your testimony.

23                   MR. WHITE: Yes, ma'am.

24                   MR. WATROUS: Michael Lanza?

25                   CHAIRMAN SMITH: Mr. Lanza?

1           Yeah, is there -- yeah, at this point, I'll  
2           just -- is there anybody else in the audience who  
3           hasn't had a chance to speak who would like to  
4           speak?

5           Okay. Seeing none.

6           Staff, I do believe we marked an exhibit for  
7           the record.

8           MR. DOSE: Yes. We have added Exhibit 77 to  
9           the Comprehensive Exhibit List.

10          CHAIRMAN SMITH: Thank you. We will wait to  
11          move that in during the technical hearing.

12          Okay. Thank you all very much for coming out.  
13          We appreciate you taking the time to be here. You  
14          all are obviously a very educated group of  
15          customers, so appreciate hearing your testimony.  
16          These are really important for us to be able to  
17          evaluate as we -- as we -- as Mr. Watrous said, we  
18          have not made any decisions or anything yet. We  
19          will have a technical conference later on to make  
20          those decisions.

21          I will mention one more thing. We do have one  
22          more customer service hearing, a virtual meeting,  
23          for CSWR. That's going to be March 31st at 6:00  
24          p.m. The call-in information is available on  
25          the --

1 MS. THOMPSON: They will need to contact me to  
2 sign up.

3 CHAIRMAN SMITH: Okay. So you will need to  
4 contact -- yeah, contact Kelly. But if you have  
5 neighbors what were not able to be here, they can  
6 sign up, and she will be able to give you the  
7 call-in information, so just, you know, I know that  
8 it's hard for everybody to get here on a Wednesday  
9 morning at 9:00 a.m.

10 So is there any further information? Okay,  
11 seeing none, then this hearing is adjourned. Thank  
12 you very much.

13 (Proceedings concluded.)

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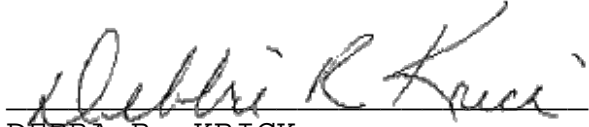
STATE OF FLORIDA )  
COUNTY OF LEON )

I, DEBRA KRICK, Court Reporter, do hereby  
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DATED this 7th day of April, 2026.

  
DEBRA R. KRICK  
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