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Public Service Commission

July 13, 2026

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STAFF'S EIGHTH DATA REQUEST *via email*

Re: Docket No. 20250136-WS - Petition for an acquisition adjustment for a non-viable utility, by CSWR-Florida Utility Operating Company, LLC.

Dear Ms. Clark and Mr. Crabb:

By this letter, the Commission staff requests that CSWR-Florida Utility Operating Company (CSWR) provide responses to the following data requests:

1. Complete the following table with the number of customer complaints received by the Utility from July 2022 through June 2026, by year and category.

	Billing (e.g., high bills, billing accuracy, and payment disputes)	Customer Service (e.g., delayed responses, communication difficulties, and unresolved issues)	Wastewater Odor	Service Interruptions (e.g., outages, low pressure, sewer backups, loss of service)
2022				
2023				
2024				
2025				
2026				

2. Refer to the Utility's response to Question No. 1 above regarding the number of product quality complaints. For the product quality complaints identified, provide a further breakdown by type (e.g., taste, color, odor, sediment, or other) and year. (Note: The total number of product quality complaints referenced in this response should coincide with the total above in Question No. 1 for each year.)

Please refer to CSWR's petition for an acquisition adjustment relating to its 2022 acquisition of the Rolling Oaks Utilities, Inc. water and wastewater systems and CSWR's response to Staff's Sixth Data Request for the following questions.¹

3. Please identify the customer count used to calculate the projected consolidated rate impact of \$10.51 per customer per month and non-consolidated rate impact of \$19.61 per customer per month presented in CSWR's petition.
4. Please clarify whether the customer count of 11,290 provided in CSWR's response to Staff's Sixth Data Request is the customer count used to calculate the projected consolidated and non-consolidated rate impacts of \$10.51 and \$19.61 per customer per month, respectively, identified in CSWR's petition. If 11,290 was not the customer count used to calculate the projected rate impacts identified in CSWR's petition, please explain how both customer counts were derived.
5. Please explain whether a customer receiving both water and wastewater services would incur a monthly bill impact equal to two times any of the projected per-customer bill impacts filed in this proceeding.

Please file all responses electronically no later than Monday, July 27, 2026, through the Commission's website at www.floridapsc.com, by selecting the Clerk's Office tab and Electronic Filing Web Form. *In addition, please email the filed response to discovery-gcl@psc.state.fl.us.*

Please feel free to call me at (850) 413-6524 if you have any questions.

Sincerely,

/s/ Zachary Bloom
Zachary Bloom
Attorney

ZB/ds

cc: Office of Commission Clerk

¹ Document Nos. 14979-2025, and 03778-2026, filed November 7, 2025, and June 26, 2026, respectively