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July 27, 2026

VIA Electronic Filing to the Office of Commission Clerk

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
Attn: Zachary Bloom, Attorney

Re: Docket 20250043-WS – Petition for an acquisition adjustment for a non-viable utility, by CSWR-Florida Utility Operating Company, LLC.

Dear Mr. Bloom:

CSWR-Florida Utility Operating Company, LLC (“CSWR-Florida”) submits the following response to Staff’s July 13, 2026 Tenth Data Request.

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				

Response: Please see Attachment “DR 1 – Aquarina Customer Complaints Table” for the completed table. Although the disposition categories utilized by CSWR-Florida do not directly align with the categories presented in this data request, CSWR-Florida consolidated certain disposition categories to provide what it believes is a complete and accurate response. Because CSWR-Florida does not separately track all customer contacts as formal complaints, the attached table includes all customer interactions associated with

the applicable disposition categories, regardless of whether the interaction constituted a formal complaint. As a result, the figures presented likely overstate the number of actual customer complaints.

For example, the “Service Interruption” category includes all customer contacts associated with service interruption-related dispositions, including outage notifications, boil water advisory inquiries, status requests, and other informational contacts that did not necessarily involve a complaint regarding service quality. Similarly, certain billing-related categories include customer inquiries and account discussions that may not have involved a billing dispute or complaint.

In addition, CSWR-Florida tracks sewer quality issues under broader disposition categories rather than by specific attributes such as odor. Therefore, sewer quality-related contacts have been consolidated for purposes of this response.

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.)

Response: As noted in the previous response, although the disposition categories utilized by CSWR-Florida do not track product quality complaints by the specific attributes identified in the data request (e.g., taste, color, odor, sediment, or other), CSWR-Florida is unable to provide a further breakdown of the reported product quality complaints by those categories.

Thank you for the opportunity to provide additional information in support of the application. Please feel free to contact our office at your convenience with any additional questions or concerns.

Sincerely,

/s/ Thomas A. Crabb

Thomas A. Crabb
Attorney for CSWR-Florida

cc: Aaron Silas
Walt Trierweiler, Esq.
Austin Watrous, Esq.
Jennifer Crawford, Esq.
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	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	20	1	0	5
2023	27	3	0	26
2024	40	7	1	11
2025	22	3	1	65
2026	3	3	2	38