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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 20250047-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 responses to Staff’s July 13, 2026 Eighth 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 – Sunshine 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.

3. Please refer to CSWR’s response to Staff’s Second Data Request, No. 2. For each system with a planned Remote Monitoring Hardware Upgrade project, please indicate whether the project has been completed. If so, please identify the actual cost and in-service date for each system. If not, please provide the updated estimated in-service date for each system.

Response: These projects have not yet been completed. CSWR-Florida has deferred the projects to 2027; however, the Company has not established specific projected in-service dates at this time.

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	239	26	0	279
2023	340	95	6	1199
2024	271	91	3	420
2025	184	48	8	1599
2026	63	56	4	823