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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 20250136-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 – Rolling Oaks 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.

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.

Response: CSWR-Florida used the customer count of 11,290 for Rolling Oaks to project the consolidated rate impact of \$10.51 and the non-consolidated rate impact of \$19.61. However, the Company updated the stand-alone rate impact and consolidated rate impact in the attachment provided to Staff DR 6.1, which reflects a consolidated rate impact of \$14.20 and a non-consolidated rate impact of \$36.70.

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

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.

Response: Yes. Please see the Company's response to Staff Eighth Data Request, Question No. 3, above.

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.

Response: The projected bill impact was calculated on a per-connection basis, rather than on a per-customer or per-account basis. Sewer customers would be responsible for the portion of the premium that relates to the sewer system assets and water customers would be responsible for the portion of the premium that relates to the water system assets.

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	1	0	0	16
2023	538	70	5	537
2024	370	111	12	311
2025	269	54	48	719
2026	54	36	39	771