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# Public Service Commission

August 6, 2026

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## STAFF'S NINTH DATA REQUEST *via email*

**Re: Docket No. 20250047-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<br>(e.g., high bills,<br>billing accuracy,<br>and payment<br>disputes) | Customer Service<br>(e.g., delayed<br>responses,<br>communication<br>difficulties, and<br>unresolved issues) | Product Quality<br>(Water Only)<br>(e.g., taste, odor,<br>color and<br>sediment) | Service Interruptions<br>(e.g., outages, low<br>pressure, sewer backups,<br>and loss of service) |
|------|--------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| 2022 |                                                                                |                                                                                                              |                                                                                  |                                                                                                  |
| 2023 |                                                                                |                                                                                                              |                                                                                  |                                                                                                  |
| 2024 |                                                                                |                                                                                                              |                                                                                  |                                                                                                  |
| 2025 |                                                                                |                                                                                                              |                                                                                  |                                                                                                  |
| 2026 |                                                                                |                                                                                                              |                                                                                  |                                                                                                  |

Please file all responses electronically no later than Thursday, August 13, 2026, through the Commission's website at [www.floridapsc.com](http://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](mailto: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