

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 20220067-GU - Petition for rate increase by Florida Public Utilities Company, Florida Division of Chesapeake Utilities Corporation, Florida Public Utilities Company - Fort Meade, and Florida Public Utilities Company - Indiantown Division.

Witness: Direct Testimony of **Angela L. Calhoun**, Florida Public Service Commission;  
Appearing on Behalf of the Staff of the Florida Public Service Commission.

DATE FILED: August 24, 2022

1 DIRECT TESTIMONY OF ANGELA L. CALHOUN

2 Q. Please state your name and address.

3 A. My name is Angela L. Calhoun. My address is 2540 Shumard Oak Boulevard;  
4 Tallahassee, Florida 32399-0850.

5 Q. By whom are you employed and in what capacity?

6 A. I am employed by the Florida Public Service Commission (FPSC or Commission) as  
7 Chief of the Bureau of Consumer Assistance in the Office of Consumer Assistance &  
8 Outreach.

9 Q. Please give a brief description of your educational background and professional  
10 experience.

11 A. I graduated from Florida State University in 1993 with a Bachelor in Arts degree. I  
12 have worked for the Commission for more than 22 years, and I have experience in  
13 consumer complaint and consumer outreach. I work in the Bureau of Consumer  
14 Assistance within the Office of Consumer Assistance & Outreach where I manage  
15 consumer complaints and inquiries.

16 Q. What is the function of the Bureau of Consumer Assistance?

17 A. The Bureau's function is to resolve disputes between regulated companies and their  
18 customers as quickly, effectively, and inexpensively as possible.

19 Q. Do all consumers that have a dispute with their regulated company contact the Bureau  
20 of Consumer Assistance?

21 A. No. Consumers may initially file their complaint with the regulated company and reach  
22 a resolution without the Bureau's intervention. In fact, consumers are encouraged to  
23 allow the regulated company the opportunity to resolve the dispute prior to any  
24 Commission involvement.

25 Q. What is the purpose of your testimony?

1 A. The purpose of my testimony is to discuss/outline the number of consumer complaints  
2 logged with the Commission against Florida Public Utilities Company, Florida  
3 Division of Chesapeake Utilities Corporation, Florida Public Utilities Company –  
4 Indian Town Division, and Florida Public Utilities Company – Fort Meade Division  
5 under Rule 25-22. 032, Florida Administrative Code, Consumer Complaints, from July  
6 1, 2017 to June 30, 2022. My testimony will also provide information on the type of  
7 complaints logged and those complaints that appear to be rule violations.

8 Q. What do your records indicate concerning the number and type of complaints filed for  
9 Florida Public Utilities Company during the period of July 1, 2017, through June 30,  
10 2022?

11 A. From July 1, 2017, through June 30, 2022, the Commission logged 104 complaints  
12 against Florida Public Utilities Company. Of those, 29 were transferred to the  
13 company for resolution via Commission’s Transfer-Connect (E-mail Transfer) System.  
14 This system allows the customer the option to send their complaint filed through the  
15 Commission’s Online Complaint form directly to Florida Public Utilities Company via  
16 e-mail. During the specified time period, approximately sixty-four (64%) percent of  
17 the complaints logged with the Commission concerned billing issues, while  
18 approximately thirty-six (36%) percent of the complaints involved quality of service  
19 issues.

20 Q. What do your records indicate concerning the number and type of complaints filed for  
21 Florida Public Utilities Company – Indiantown Division during the period of July 1,  
22 2017, through June 30, 2022?

23 A. From July 1, 2017, through June 30, 2022, the Commission logged 2 complaints  
24 concerning quality of service issues against Florida Public Utilities Companies –  
25 Indiantown Division.

1 Q. What do your records indicate concerning the number and type of complaints filed for  
2 Florida Division of Chesapeake Utilities Corporation during the period of July 1, 2017,  
3 through June 30, 2022?

4 A. From July 1, 2017, through June 30, 2022, the Commission logged 19 complaints  
5 against Florida Division of Chesapeake Utilities Corporation. Of those, 13 complaints  
6 concerned billing issues, 5 complaints concerned quality of service issues, and 1  
7 complaint concerning a billing issue was transferred to the company for resolution via  
8 the Commission's Transfer-Connect (E-mail Transfer) System.

9 Q. What do your records indicate concerning the number of complaints filed for Florida  
10 Public Utilities – Fort Meade Division during the period of July 1, 2017, through June  
11 30, 2022?

12 A. From July 1, 2017, through June 30, 2022, The Commission logged 1 complaint  
13 concerning a billing issue for Florida Public Utilities Company – Fort Meade Division.

14 Q. Do you have any exhibits attached to your testimony?

15 A. Yes. I am sponsoring ALC-1 and ALC-2, which are listings of consumer complaints  
16 logged with the Commission against Florida Public Utilities Company, Florida Public  
17 Utilities Company – Indiantown Division, Florida Division of Chesapeake Utilities  
18 Corporation, and Florida Public Utilities Company – Fort Meade Division under Rule  
19 25-22.032, Florida Administrative Code. The complaints listed were received between  
20 July 1, 2017, through June 30, 2022, and were captured in the Commission's  
21 Consumer Activity Tracking System (CATS). Exhibit ALC-1 lists quality of service  
22 complaints and Exhibit ALC-2 lists billing complaints. Both exhibits group the  
23 complaints by Close Type.

24 Q. What is a Close Type?

25 A. A Close Type is an internal categorization code. It is assigned to each complaint once

1 staff completes its investigation, and a proposed resolution is provided to the  
2 consumer.

3 Q. Do you have any additional exhibits?

4 A. Yes. Exhibit ALC-3 is a listing of complaints resolved as Close Type GI-02, Courtesy  
5 Call/Warm Transfer.

6 Q. Can you explain Close Type GI-02?

7 A. Yes. Florida Public Utilities Company, Florida Public Utilities Company – Indiantown  
8 Division, Florida Division of Chesapeake Utilities Corporation, Florida Public Utilities  
9 Company – Fort Meade Division participate in the Commission’s Transfer-Connect  
10 (E-mail Transfer) System. This system gives the customer the option to send their  
11 complaint filed with the Commission’s Online Complaint form, directly to the  
12 company through e-mail. Once the e-mail is received by the company, it will provide  
13 the customer with a proposed resolution. Customers who are not satisfied with the  
14 company’s proposed resolution have the option of re-contacting the Commission.  
15 While the Commission is able to categorize each of the complaints in the GI-02  
16 category, a specific Close Type is not assigned because the proposed resolution is  
17 provided by the company. Consequently, the GI-02 Close Type only allows staff to  
18 monitor the number of complaints resolved via the Commission’s Transfer-Connect  
19 System.

20 Q. How many of the complaints summarized on your exhibit has staff determined may be  
21 a violation of Commission rules for Florida Public Utilities Company?

22 A. Staff determined that, of the 104 complaints logged against Florida Public Utilities  
23 Company during the period of July 1, 2017, through June 30, 2022, there were 3  
24 service quality complaints and 16 billing complaints that may appeared to demonstrate  
25 a violation of Commission Rules.

1 Q. How many of the complaints summarized on your exhibit has staff determined may be  
2 a violation of Commission rules for Florida Public Utilities Company-Indiantown  
3 Division?

4 A. Staff determined that, of the 2 complaints logged against Florida Public Utilities  
5 Company-Indiantown Division during the period of July 1, 2017, through June 30,  
6 2022, neither complaint appear to demonstrate a violation of Commission Rules.

7 Q. How many of the complaints summarized on your exhibit has staff determined may be  
8 a violation of Commission rules for Florida Division of Chesapeake Utilities  
9 Corporation?

10 A. Staff determined that, of the 19 complaints logged against Florida Division of  
11 Chesapeake Utilities Division during the period of July 1, 2017, through June 30,  
12 2022, there were 2 service quality complaints and 2 billing complaints that appeared to  
13 demonstrate a violation of Commission Rules.

14 Q. How many of the complaints summarized on your exhibit has staff determined may be  
15 a violation of Commission rules for Florida Public Utilities Company-Fort Meade  
16 Division?

17 A. Staff determined that the one complaint logged against Florida Public Utilities  
18 Company-Fort Meade Division during the period of July 1, 2017, through June 30,  
19 2022, appeared to demonstrate a violation of Commission Rules.

20 Q. Does that conclude your testimony?

21 A. Yes.

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# Exhibits

Florida Public Utilities Commission

Case Number	Enter Date	County	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1262643G	11/27/2017	Palm Beach	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	1/2/2018
1265146G	12/18/2017	Palm Beach	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	1/23/2018
1280022G	6/12/2018	Citrus	S	GI-17	SAFETY ISSUES	FALSE	7/18/2018
1281865G	7/5/2018	Palm Beach	S	GI-30	QUALITY OF SERVICE (ADDED 7/03)	FALSE	8/9/2018
1285247G	8/13/2018	Nassau	S	GI-30	QUALITY OF SERVICE (ADDED 7/03)	FALSE	9/21/2018
1286144G	8/23/2018	Seminole	S	GI-28	IMPROPER DISCONNECT (ADDED 7/03)	FALSE	9/27/2018
1287383G	9/7/2018	Palm Beach	S	GI-30	QUALITY OF SERVICE (ADDED 7/03)	FALSE	10/15/2018
1293783G	11/30/2018	Palm Beach	S	GI-30	QUALITY OF SERVICE (ADDED 7/03)	FALSE	1/8/2019
1294327G	12/5/2018	Polk	S	GI-28	IMPROPER DISCONNECT (ADDED 7/03)	FALSE	1/16/2019
1299553G	2/8/2019	Palm Beach	S	GI-30	QUALITY OF SERVICE (ADDED 7/03)	FALSE	3/28/2019
1303615G	3/12/2019	Palm Beach	S	GI-30	QUALITY OF SERVICE (ADDED 7/03)	FALSE	4/17/2019
1305484G	4/5/2019	Palm Beach	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	5/14/2019
1305814G	4/10/2019	Citrus	S	GI-28	IMPROPER DISCONNECT (ADDED 7/03)	FALSE	5/17/2019
1307023G	4/29/2019	Palm Beach	S	GI-30	QUALITY OF SERVICE (ADDED 7/03)	FALSE	6/14/2019
1307387G	5/3/2019	Palm Beach	S	GI-28	IMPROPER DISCONNECT (ADDED 7/03)	FALSE	6/14/2019
1337735G	5/21/2020	PALM BEACH	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	7/6/2020
1337830G	5/26/2020	PALM BEACH	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	7/24/2020
1340688G	7/24/2020	SEMINOLE	S	GI-11	REPAIR SERVICE	FALSE	9/22/2020
1344869G	9/10/2020		S	GI-15	OUTAGES (ALL INDUSTRIES)	FALSE	9/24/2020



Case Number	Enter Date	County	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1351658G	10/7/2020	POLK	S	GI-08	RULES & TARIFFS	FALSE	2/22/2021
1370999G	6/16/2021	PALM BEACH	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	7/21/2021
1381187G	10/1/2021	POLK	S	GS-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	TRUE	12/16/2021
1382104G	10/14/2021	VOLUSIA	S	GI-28	IMPROPER DISCONNECT (ADDED 7/03)	FALSE	12/16/2021
1396692G	5/31/2022	VOLUSIA	S	GS-14	SERVICE IMPROPERLY DISCONNECTED	TRUE	7/5/2022
1398351G	6/23/2022	POLK	S	GS-14	SERVICE IMPROPERLY DISCONNECTED	TRUE	7/29/2022

Florida Division of Cheasapeak Utilities Corporation

Case Number	Enter Date	County	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1312284G	7/5/2019	Polk	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	8/9/2019
1334311G	3/11/2020	POLK	S	GI-28	IMPROPER DISCONNECT (ADDED 7/03)	FALSE	6/8/2020
1384701G	12/2/2021	POLK	S	GI-28	IMPROPER DISCONNECT (ADDED 7/03)	FALSE	2/2/2022
1394277G	4/13/2022	HILLSBOROUGH	S	GS-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	TRUE	7/8/2022
1394436G	4/15/2022	POLK	S	GS-51	FAILURE TO RESPOND IN 7 WKDY TO STAFF REQ 25-22.032(6)E	TRUE	5/24/2022

Florida Public Utilities Commission – Indiantown Division

<b>Case Number</b>	<b>Enter Date</b>	<b>County</b>	<b>SB Type</b>	<b>Close Code</b>	<b>Close Type</b>	<b>AppRuViolation</b>	<b>Close Date</b>
1390083G	2/14/2022	POLK	S	GI-11	REPAIR SERVICE	FALSE	4/7/2022
1390732G	2/22/2022	PALM BEACH	S	GI-30	QUALITY OF SERVICE (ADDED 7/03)	FALSE	4/7/2022

Florida Public Utilities Commission

Case Number	Enter Date	County	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1255181G	9/21/2017	Seminole	B	GB-18	IMPROPER ESTIMATING OF BILLS	TRUE	10/26/2017
1258387G	10/18/2017	Volusia	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	11/22/2017
1261071G	11/8/2017	Polk	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	12/13/2017
1267613G	1/16/2018	Seminole	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	2/20/2018
1268327G	1/23/2018	Seminole	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	2/27/2018
1272110G	2/28/2018	Palm Beach	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	4/4/2018
1272211G	3/1/2018	Seminole	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	4/5/2018
1274004G	3/22/2018	Marion	B	GB-16	IMPROPER BILLING CALCULATION	TRUE	4/30/2018
1275525G	4/12/2018	Citrus	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	5/23/2018
1275722G	4/16/2018	Seminole	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	5/23/2018
1276809G	4/27/2018	Seminole	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	6/4/2018
1280806G	6/21/2018	Seminole	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	7/27/2018
1283489G	7/24/2018	Polk	B	GB-26	inaccurate/insufficient information on bill	TRUE	8/29/2018
1283663G	7/25/2018	PALM BEACH	B	GI-32	PROCESS REVIEW CASE	FALSE	6/26/2019
1286134G	8/23/2018	Volusia	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	9/27/2018
1291808G	11/2/2018	Volusia	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	12/19/2018
1293846G	11/30/2018	Seminole	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	1/16/2019
1296441G	1/4/2019	Polk	B	GB-10	METER NOT READ AT REGULAR INTERVALS/CORRECTLY	TRUE	2/11/2019

Case Number	Enter Date	County	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1296441G	1/4/2019	Polk	B	GB-10	METER NOT READ AT REGULAR INTERVALS/CORRECTLY	TRUE	2/11/2019
1296445G	1/4/2019	Polk	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	2/8/2019
1300541G	2/20/2019	Seminole	B	GB-49	FAILURE TO RESPONSE TO COMMISSION IN 15 DAYS	TRUE	3/28/2019
1305294G	4/3/2019	Palm Beach	B	GI-05	HIGH BILL	FALSE	6/27/2019
1335913G	4/14/2020	MONMOUTH	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	6/1/2020
1345413G	9/14/2020	CITRUS	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	10/30/2020
1352236G	10/14/2020	VOLUSIA	B	GI-05	HIGH BILL	FALSE	1/11/2021
1360352G	1/15/2021	VOLUSIA	B	GI-05	HIGH BILL	FALSE	3/5/2021
1366092G	3/30/2021	VOLUSIA	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	5/13/2021
1379654G	9/20/2021	PALM BEACH	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	11/5/2021
1383255G	11/3/2021	CITRUS	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	2/1/2022
1386350G	1/5/2022	PALM BEACH	B	GI-08	RULES & TARIFFS	FALSE	2/21/2022
1387384G	1/20/2022	MARION	B	GB-51	FAILURE TO RESPOND IN 7 WKDY TO STAFF REQ 25-22.032(6)E	TRUE	6/7/2022
1388619G	1/31/2022	PALM BEACH	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	4/1/2022
1389621G	2/9/2022	PALM BEACH	B	GB-49	FAILURE TO RESPONSE TO COMMISSION IN 15 DAYS	TRUE	4/1/2022
1390462G	2/17/2022	PALM BEACH	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	7/8/2022
1390576G	2/18/2022	VOLUSIA	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	4/7/2022
1391986G	3/7/2022	POLK	B	GI-05	HIGH BILL	FALSE	5/11/2022
1392091G	3/8/2022	PALM BEACH	B	GB-12	BILLS NOT MARKED ESTIMATED	TRUE	6/6/2022

Case Number	Enter Date	County	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1392345G	3/11/2022	CITRUS	B	GB-16	IMPROPER BILLING CALCULATION	TRUE	6/28/2022
1392632G	3/15/2022	PALM BEACH	B	GB-19	IMPROPER BACKBILLING	TRUE	5/2/2022
1393003G	3/22/2022	POLK	B	GI-05	HIGH BILL	FALSE	5/10/2022
1393084G	3/22/2022	PALM BEACH	B	GB-49	FAILURE TO RESPONSE TO COMMISSION IN 15 DAYS	TRUE	5/10/2022
1393466G	3/29/2022	PALM BEACH	B	GB-11	NOT RECEIVING BILLS	TRUE	5/6/2022
1393825G	4/4/2022	PALM BEACH	B	GB-18	IMPROPER ESTIMATING OF BILLS	TRUE	5/19/2022
1394229G	4/12/2022	POLK	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	7/8/2022
1394521G	4/19/2022	PALM BEACH	B	GI-05	HIGH BILL	FALSE	6/3/2022
1395423G	5/6/2022	SEMINOLE	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	7/8/2022
1395558G	5/9/2022	VOLUSIA	B	GI-05	HIGH BILL	FALSE	6/28/2022
1395693G	5/11/2022	SEMINOLE	B	GI-08	RULES & TARIFFS	FALSE	6/28/2022
1397110G	6/7/2022	PALM BEACH	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	7/26/2022
1397573G	6/14/2022	PALM BEACH	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	7/22/2022
1397822G	6/15/2022	PALM BEACH	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	7/26/2022
1398523G	6/27/2022	VOLUSIA	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	8/2/2022

Florida Division of Cheasapeake Utilities Corporation

Case Number	Enter Date	County	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1247180G	7/13/2017	Polk	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	1/26/2018
1258553G	10/19/2017	Polk	B	GB-23	NO DELINQUENT NOTICE	TRUE	11/28/2017
1261909G	11/15/2017	Polk	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	12/20/2017
1277669G	5/9/2018	Polk	B	GB-48	Protection from disconnect during complaint process	TRUE	9/20/2018
1297174G	1/11/2019	Citrus	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	2/21/2019
1299391G	2/7/2019	POLK	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	3/22/2019
1344158G	9/4/2020	POLK	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	10/20/2020
1352301G	10/14/2020	POLK	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	11/18/2020
1364303G	2/26/2021	POLK	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	4/2/2021
1368765G	5/21/2021	POLK	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	6/30/2021
1381677G	10/7/2021	POLK	B	GI-05	HIGH BILL	FALSE	4/18/2022
1387368G	1/20/2022	VOLUSIA	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	3/4/2022
1394796G	4/22/2022	SEMINOLE	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	7/8/2022

Florida Public Utilities Corporation - Fort Meade

Case Number	Enter Date	County	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1393306G	3/25/2022	POLK	B	GB-11	NOT RECEIVING BILLS	TRUE	5/17/2022

Florida Public Utility Company

Case Number	Enter Date	County	SB Type	Preliminary Type	Close Type	Close Date
1273745G	3/20/2018	Citrus	B	IMPROPER BILLS	GI-02	3/20/2018
1275027G	4/5/2018	Polk	B	DEPOSIT	GI-02	4/5/2018
1285874G	8/21/2018	Volusia	B	PAYMENT ARRANGEMENT	GI-02	8/21/2018
1295797G	12/26/2018	Palm Beach	B	IMPROPER BILLS	GI-02	12/26/2018
1296199G	1/2/2019	Polk	B	IMPROPER BILLS	GI-02	1/2/2019
1322698G	10/1/2019	Palm Beach	B	IMPROPER BILLS	GI-02	10/1/2019
1335554G	4/7/2020	POLK	B	IMPROPER BILLS	GI-02	4/7/2020
1337668G	5/20/2020	PALM BEACH	B	IMPROPER BILLS	GI-02	5/20/2020
1387070G	1/18/2022	PALM BEACH	B	IMPROPER BILLS	GI-02	1/18/2022
1389827G	2/10/2022	PALM BEACH	B	IMPROPER BILLS	GI-02	2/10/2022
1392070G	3/8/2022	CITRUS	B	IMPROPER BILLS	GI-02	3/8/2022
1392379G	3/11/2022	PALM BEACH	B	IMPROPER BILLS	GI-02	3/11/2022
1392589G	3/15/2022	POLK	B	IMPROPER BILLS	GI-02	3/15/2022
1395038G	4/28/2022	PALM BEACH	B	IMPROPER BILLS	GI-02	4/28/2022
1398093G	6/20/2022	PALM BEACH	B	IMPROPER BILLS	GI-02	6/20/2022
1398283G	6/22/2022	PALM BEACH	B	IMPROPER BILLS	GI-02	6/22/2022
1273668G	3/19/2018	Palm Beach	S	QUALITY OF SERVICE	GI-02	3/19/2018
1286216G	8/24/2018	Marion	S	QUALITY OF SERVICE	GI-02	8/24/2018
1347504G	9/21/2020	POLK	S	QUALITY OF SERVICE	GI-02	9/21/2020



Case Number	Enter Date	County	SB Type	Preliminary Type	Close Type	Close Date
1368495G	5/17/2021	PALM BEACH	S	QUALITY OF SERVICE	GI-02	5/17/2021
1377414G	8/27/2021	ORANGE	S	DELAY IN CONNECTION	GI-02	8/27/2021
1379252G	9/16/2021	POLK	S	DELAY IN CONNECTION	GI-02	9/16/2021
1387370G	1/20/2022	PALM BEACH	S	QUALITY OF SERVICE	GI-02	1/20/2022
1391585G	3/1/2022	PALM BEACH	S	QUALITY OF SERVICE	GI-02	3/1/2022
1392346G	3/11/2022	ORANGE	S	QUALITY OF SERVICE	GI-02	3/11/2022
1392989G	3/21/2022	SEMINOLE	S	QUALITY OF SERVICE	GI-02	3/21/2022
1393641G	3/31/2022	PALM BEACH	S	QUALITY OF SERVICE	GI-02	3/31/2022
1394606G	4/20/2022	SEMINOLE	S	QUALITY OF SERVICE	GI-02	4/20/2022

Florida Division of Chesapeake Utilities Corporation

Case Number	Enter Date	County	SB Type	Preliminary Type	Close Type	Close Date
1271978G	2/28/2018	Polk	B	IMPROPER BILLS	GI-02	2/28/2018

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition for rate increase by Florida Public Utilities Company, Florida Division of Chesapeake Utilities Corporation, Florida Public Utilities Company – Fort Meade, and Florida Public Utilities Company – Indiantown Division.

DOCKET NO. 20220067-GU

DATED: AUGUST 24, 2022

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that the testimony of Angela L. Calhoun on behalf of the staff of the Florida Public Service Commission was electronically filed with the Office of Commission Clerk, Florida Public Service Commission, and copies were furnished by electronic mail to the following on this 24<sup>th</sup> day of August, 2022.

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