

1 **BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**
2 **COMMISSION STAFF DIRECT TESTIMONY OF ANGELA L. CALHOUN**
3 **DOCKET NO. 20240068-WS**
4 **DECEMBER 2, 2024**

5 **Q. Please state your name and address.**

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

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

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

12 **Q. Please give a brief description of your educational background and professional**
13 **experience.**

14 A. I graduated from Florida State University in 1993 with a Bachelor of Arts degree. I
15 have worked for the Commission for more than 24 years, and I have experience in
16 consumer complaints and consumer outreach. I work in the Bureau of Consumer
17 Assistance within the Office of Consumer Assistance & Outreach where I manage
18 consumer complaints and inquiries.

19 **Q. What is the function of the Bureau of Consumer Assistance?**

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

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

24 A. No. Consumers may initially file their complaint with the regulated company and reach
25 a resolution without the Bureau's intervention. In fact, consumers are encouraged to

1 allow the regulated company the opportunity to resolve the dispute prior to any
2 Commission involvement.

3 **Q. What is the purpose of your testimony?**

4 A. The purpose of my testimony is to discuss/outline the number of consumer complaints
5 logged with the Commission against Sunshine Water Services under Rule 25-22. 032,
6 Florida Administrative Code, Consumer Complaints, from July 1, 2020 to June 30,
7 2024. My testimony will also provide information on the type of complaints logged
8 and those complaints that appear to be rule violations.

9 **Q. What do your records indicate concerning the number of complaints filed for
10 Sunshine Water Services?**

11 A. From July 1, 2020 to June 30, 2024 the Commission logged 107 complaints against
12 Sunshine Water Services.

13 **Q. What have been the most common types of complaints logged against Sunshine
14 Water Services during the period of July 1, 2020 to June 30, 2024?**

15 A. During the specified time period, approximately Sixty-eight (68%) percent of the
16 complaints logged with the Commission concerned billing issues, while approximately
17 Thirty-two (32%) percent of the complaints involved quality of service issues.

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

19 A. Yes. I am sponsoring ALC-1 and ALC-2, which are listings of consumer complaints
20 logged with the Commission against Sunshine Water Services under Rule 25-22.032,
21 Florida Administrative Code. The complaints listed were received between July 1,
22 2020 to June 30, 2024, and were captured in the Commission's Consumer Activity
23 Tracking System (CATS). Exhibit ALC-1 lists quality of service complaints and
24 Exhibit ALC-2 lists billing complaints. Both exhibits group the complaints by Close
25 Type.

1 **Q. What is a Close Type?**

2 A. A Close Type is an internal categorization code. It is assigned to each complaint once
3 staff completes its investigation, and a proposed resolution is provided to the
4 consumer.

5 **Q. Do you have any additional exhibits?**

6 A. Yes. Exhibit ALC-3 is a listing of complaints by system.

7 **Q. How many of the complaints summarized on your exhibit has staff determined**
8 **may be a violation of Commission rules for Sunshine Water Services?**

9 A. Staff determined that, of the eight complaints logged against Sunshine Water Services
10 during the period of July 1, 2020 to June 30, 2024, there was one service quality
11 complaint and seven billing complaints that appear to demonstrate a violation of
12 Commission Rules.

13 **Q. Does that conclude your testimony?**

14 A. Yes.

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Exhibits

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List of Service Complaints
EXH. ALC-1, Page 1 of 2

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	Close Date
1384905W	12/6/2021	WS251 Utilities, Inc. of Florida	GI-05	HIGH BILL	SEMINOLE	S	1/14/2022
Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	Close Date
1421349W	5/10/2023	SU291 Sunshine Water Services	GI-08	RULES & TARIFFS	LAKE	S	6/29/2023
Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	Close Date
1420073W	4/17/2023	WU553 Sunshine Water Services	GI-11	REPAIR SERVICE	LAKE	S	6/7/2023
1420092W	4/17/2023	WU553 Sunshine Water Services	GI-11	REPAIR SERVICE	LAKE	S	7/5/2023
1403102W	9/6/2022	WS251 Sunshine Water Services	GI-11	REPAIR SERVICE	SEMINOLE	S	11/15/2022
1410942W	11/30/2022	WS251 Sunshine Water Services	GI-11	REPAIR SERVICE	SEMINOLE	S	1/4/2023
Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	Close Date
1441781W	3/29/2024	WU443 Sunshine Water Services	GI-15	OUTAGES (ALL INDUSTRIES)	MARION	S	5/14/2024
Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	Close Date
1355663W	11/24/2020	WS709 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	HIGHLANDS	S	12/30/2020
1377231W	8/24/2021	WS709 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	HIGHLANDS	S	10/11/2021
1377361W	8/26/2021	WS709 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	HIGHLANDS	S	10/11/2021
1354905W	11/16/2020	WS641 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	LAKE	S	12/21/2020
1355354W	11/20/2020	WS641 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	LAKE	S	1/4/2021
1346597W	9/17/2020	WU553 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	LAKE	S	10/22/2020
1360803W	1/21/2021	WU553 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	LAKE	S	3/8/2021
1341199W	8/4/2020	WS251 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	ORANGE	S	9/16/2020
1357372W	12/16/2020	WU372 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	PASCO	S	2/1/2021
1344929W	9/10/2020	WU413 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	PASCO	S	10/20/2020
1355361W	11/20/2020	WS800 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	POLK	S	12/28/2020
1425241W	7/19/2023	WS251 Sunshine Water Services	GI-16	WATER QUALITY/PRESSURE	SEMINOLE	S	10/25/2023

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	Close Date
1340225W	7/15/2020	WS251 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	SEMINOLE	S	8/19/2020
1363272W	2/15/2021	WS251 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	SEMINOLE	S	3/22/2021
1381684W	10/8/2021	WS251 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	SEMINOLE	S	2/2/2022

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	Close Date
1385732W	12/20/2021	WS251 Utilities, Inc. of Florida	GI-17	SAFETY ISSUES	SEMINOLE	S	2/1/2022

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	Close Date
1423306W	6/15/2023	SU291 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	MARION	S	8/1/2023
1342837W	8/25/2020	WU372 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING (ADDED 7/03)	PASCO	S	10/6/2020
1412958W	1/3/2023	WU372 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	SEMINOLE	S	2/16/2023

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	Close Date
1395548W	5/9/2022	WS641 Sunshine Water Services	GI-30	QUALITY OF SERVICE (ADDED 7/03)	LAKE	S	6/16/2022
1404076W	9/15/2022	WS641 Sunshine Water Services	GI-30	QUALITY OF SERVICE (ADDED 7/03)	LAKE	S	10/21/2022
1376183W	8/11/2021	WU553 Utilities, Inc. of Florida	GI-30	QUALITY OF SERVICE (ADDED 7/03)	LAKE	S	9/17/2021
1340544W	7/22/2020	WS251 Utilities, Inc. of Florida	GI-30	QUALITY OF SERVICE (ADDED 7/03)	ORANGE	S	8/27/2020
1427858W	8/22/2023	WS251 Sunshine Water Services	GI-30	QUALITY OF SERVICE (ADDED 7/03)	SEMINOLE	S	10/20/2023
1355235W	11/19/2020	WS251 Utilities, Inc. of Florida	GI-30	QUALITY OF SERVICE (ADDED 7/03)	SEMINOLE	S	12/28/2020

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	Close Date
1426435W	8/3/2023	WS251 Sunshine Water Services	GI-34	SEWER SERVICE QUALITY	SEMINOLE	S	10/20/2023

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	Close Date
1445074W	5/20/2024	SU959 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	7/18/2024

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List of Billing Complaints
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Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	Close Date
1385698W	12/17/2021	SU291 Utilities, Inc. of Florida	GI-05	HIGH BILL	LAKE	B	2/4/2022
1438628W	2/7/2024	WS641 Sunshine Water Services	GI-05	HIGH BILL	LAKE	B	3/20/2024
1362246W	2/4/2021	WS641 Utilities, Inc. of Florida	GI-05	HIGH BILL	LAKE	B	3/25/2021
1367742W	5/3/2021	WS641 Utilities, Inc. of Florida	GI-05	HIGH BILL	LAKE	B	7/2/2021
1374606W	7/20/2021	WS641 Utilities, Inc. of Florida	GI-05	HIGH BILL	LAKE	B	8/20/2021
1375550W	8/4/2021	SU291 Utilities, Inc. of Florida	GI-05	HIGH BILL	SEMINOLE	B	9/10/2021
1375236W	7/29/2021	WS251 Sunshine Water Services	GI-05	HIGH BILL	SEMINOLE	B	9/10/2021
1392771W	3/17/2022	WS251 Sunshine Water Services	GI-05	HIGH BILL	SEMINOLE	B	5/16/2022
1396128W	5/19/2022	WS251 Sunshine Water Services	GI-05	HIGH BILL	SEMINOLE	B	6/20/2022
1375348W	8/2/2021	WS251 Utilities, Inc. of Florida	GI-05	HIGH BILL	SEMINOLE	B	9/17/2021
1381120W	9/30/2021	WS251 Utilities, Inc. of Florida	GI-05	HIGH BILL	SEMINOLE	B	11/10/2021
1383283W	11/4/2021	WS251 Utilities, Inc. of Florida	GI-05	HIGH BILL	SEMINOLE	B	1/31/2022
1351100W	10/5/2020	WS641 Utilities, Inc. of Florida	GI-05	HIGH BILL	SEMINOLE	B	11/23/2020
1444009W	5/2/2024	WU372 Sunshine Water Services	GI-05	HIGH BILL	SEMINOLE	B	6/25/2024
1381059W	9/29/2021	WS251 Utilities, Inc. of Florida	GI-05	HIGH BILL		B	11/10/2021

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	Close Date
1357441W	12/17/2020	WU413 Utilities, Inc. of Florida	GI-08	RULES & TARIFFS	ORANGE	B	6/1/2021
1386960W	1/13/2022	WS251 Sunshine Water Services	GI-08	RULES & TARIFFS	SEMINOLE	B	2/28/2022
1396068W	5/19/2022	WS251 Sunshine Water Services	GI-08	RULES & TARIFFS	SEMINOLE	B	6/28/2022
1353581W	10/30/2020	WU372 Utilities, Inc. of Florida	GI-08	RULES & TARIFFS	SEMINOLE	B	12/11/2020
1375824W	8/6/2021	WU372 Utilities, Inc. of Florida	GI-08	RULES & TARIFFS	SEMINOLE	B	10/1/2021
1382256W	10/18/2021	WS641 Utilities, Inc. of Florida	GI-08	RULES & TARIFFS		B	11/30/2021

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Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	Close Date
1420164W	4/18/2023	SU640 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	LAKE	B	7/5/2023
1413308W	1/9/2023	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	LAKE	B	3/1/2023
1340690W	7/24/2020	WS251 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING (ADDED 7/03)	LAKE	B	9/8/2020
1414129W	1/23/2023	WS641 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	LAKE	B	3/27/2023
1425172W	7/18/2023	WS641 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	LAKE	B	10/25/2023
1428020W	8/24/2023	WS641 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	LAKE	B	12/7/2023
1440670W	3/8/2024	WS641 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	LAKE	B	5/3/2024
1446744W	6/4/2024	WS641 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	LAKE	B	7/17/2024
1345327W	9/14/2020	WS641 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING (ADDED 7/03)	LAKE	B	10/21/2020
1347807W	9/21/2020	WS641 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING (ADDED 7/03)	LAKE	B	11/5/2020
1440231W	3/1/2024	SU959 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	LEE	B	4/5/2024
1410650W	11/28/2022	WU372 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	ORANGE	B	11/29/2022
1441001W	3/15/2024	WU372 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	PASCO	B	5/17/2024
1386040W	12/28/2021	WS800 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	POLK	B	3/3/2022
1396942W	6/3/2022	WS800 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	POLK	B	7/26/2022
1421870W	5/18/2023	SU291 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	SEMINOLE	B	8/14/2023
1400797W	8/2/2022	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	SEMINOLE	B	9/23/2022
1419663W	4/10/2023	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	SEMINOLE	B	6/23/2023
1419670W	4/10/2023	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	SEMINOLE	B	6/9/2023
1419720W	4/10/2023	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	SEMINOLE	B	5/16/2023
1422790W	6/6/2023	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	SEMINOLE	B	7/24/2023
1423533W	6/20/2023	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	SEMINOLE	B	8/10/2023
1424575W	7/7/2023	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	SEMINOLE	B	9/8/2023
1426428W	8/3/2023	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	SEMINOLE	B	9/11/2023
1426766W	8/8/2023	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	SEMINOLE	B	10/25/2023
1426813W	8/9/2023	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	SEMINOLE	B	9/25/2023
1426924W	8/10/2023	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	SEMINOLE	B	9/29/2023

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	Close Date
1427168W	8/14/2023	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	SEMINOLE	B	10/20/2023
1427623W	8/18/2023	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	SEMINOLE	B	10/25/2023
1438397W	2/5/2024	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	SEMINOLE	B	3/20/2024
1439238W	2/16/2024	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	SEMINOLE	B	4/3/2024

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	Close Date
1359475W	1/11/2021	WS251 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING (ADDED 7/03)	SEMINOLE	B	3/2/2021
1372404W	6/24/2021	WS251 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING (ADDED 7/03)	SEMINOLE	B	7/30/2021
1375259W	7/29/2021	WS251 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING (ADDED 7/03)	SEMINOLE	B	9/9/2021
1375301W	7/30/2021	WS251 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING (ADDED 7/03)	SEMINOLE	B	10/5/2021
1381383E	10/4/2021	WS251 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING (ADDED 7/03)	SEMINOLE	B	11/19/2021
1382711W	10/26/2021	WS251 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING (ADDED 7/03)	SEMINOLE	B	11/30/2021
1419452E	4/4/2023	WS641 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	SEMINOLE	B	6/9/2023
1407935W	10/24/2022	WS709 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	SEMINOLE	B	1/18/2023
1362896W	2/10/2021	WU372 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING (ADDED 7/03)	SEMINOLE	B	3/17/2021
1344758W	9/10/2020	WU413 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING (ADDED 7/03)	SEMINOLE	B	10/16/2020
1407464W	10/17/2022	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	VOLUSIA	B	11/22/2022

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	Close Date
1371860W	6/21/2021	WS251 Utilities, Inc. of Florida	PR-03	DEPOSITS	SEMINOLE	B	6/25/2021

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	Close Date
1375237W	7/29/2021	WS251 Utilities, Inc. of Florida	PR-68	WATER AND WASTE WATER DOCKETS	SEMINOLE	B	9/9/2021
1375411W	8/2/2021	WS251 Utilities, Inc. of Florida	PR-68	WATER AND WASTE WATER DOCKETS	SEMINOLE	B	9/9/2021

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	Close Date
1398371W	6/23/2022	WS251 Sunshine Water Services	WB-01	IMPROPER RATES APPLIED	LAKE	B	8/16/2022
1396026W	5/18/2022	WS251 Sunshine Water Services	WB-01	IMPROPER RATES APPLIED	SEMINOLE	B	7/14/2022
Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	Close Date
1402981W	9/2/2022	WS641 Sunshine Water Services	WB-05	METER NOT RECORDING WITHIN STANDARDS	LAKE	B	10/7/2022
1446460W	5/30/2024	WS709 Sunshine Water Services	WB-05	METER NOT RECORDING WITHIN STANDARDS	PASCO	B	7/10/2024
Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	Close Date
1413830W	1/18/2023	WU443 Sunshine Water Services	WB-26	BILLS NOT SENT AT REGULAR INTERVALS	MARION	B	2/23/2023
Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	Close Date
1444090W	5/3/2024	WS641 Sunshine Water Services	WB-50	FAILURE TO PROVIDE RES TO CUST IN 15 WD 25-22.032(6)B	LAKE	B	6/26/2024
Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	Close Date
1366340W	4/5/2021	WS641 Utilities, Inc. of Florida	WB-51	FAILURE TO RESPOND IN 7 WKDY TO STAFF REQ 25-22.032(6)E	LAKE	B	5/10/2021

Case Number	Enter Date	County	SB Type	Utility	Close Code	Close Type	Close Date
1421349W	5/10/2023	LAKE	S	SU291 Sunshine Water Services	GI-08	RULES & TARIFFS	6/29/2023
1421870W	5/18/2023	SEMINOLE	B	SU291 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	8/14/2023
1423306W	6/15/2023	MARION	S	SU291 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	8/1/2023
1375550W	8/4/2021	SEMINOLE	B	SU291 Utilities, Inc. of Florida	GI-05	HIGH BILL	9/10/2021
1385698W	12/17/2021	LAKE	B	SU291 Utilities, Inc. of Florida	GI-05	HIGH BILL	2/4/2022
1420164W	4/18/2023	LAKE	B	SU640 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	7/5/2023
1440231W	3/1/2024	LEE	B	SU959 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	4/5/2024
1445074W	5/20/2024	SEMINOLE	S	SU959 Sunshine Water Services	WS-28	Failure to provide full & accurate report	7/18/2024
1375236W	7/29/2021	SEMINOLE	B	WS251 Sunshine Water Services	GI-05	HIGH BILL	9/10/2021
1386960W	1/13/2022	SEMINOLE	B	WS251 Sunshine Water Services	GI-08	RULES & TARIFFS	2/28/2022
1392771W	3/17/2022	SEMINOLE	B	WS251 Sunshine Water Services	GI-05	HIGH BILL	5/16/2022
1396026W	5/18/2022	SEMINOLE	B	WS251 Sunshine Water Services	WB-01	IMPROPER RATES APPLIED	7/14/2022
1396068W	5/19/2022	SEMINOLE	B	WS251 Sunshine Water Services	GI-08	RULES & TARIFFS	6/28/2022
1396128W	5/19/2022	SEMINOLE	B	WS251 Sunshine Water Services	GI-05	HIGH BILL	6/20/2022
1398371W	6/23/2022	LAKE	B	WS251 Sunshine Water Services	WB-01	IMPROPER RATES APPLIED	8/16/2022
1400797W	8/2/2022	SEMINOLE	B	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	9/23/2022
1403102W	9/6/2022	SEMINOLE	S	WS251 Sunshine Water Services	GI-11	REPAIR SERVICE	11/15/2022
1407464W	10/17/2022	SEMINOLE	B	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	11/22/2022
1410942W	11/30/2022	SEMINOLE	S	WS251 Sunshine Water Services	GI-11	REPAIR SERVICE	1/4/2023
1413308W	1/9/2023	LAKE	B	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	3/1/2023
1419663W	4/10/2023	SEMINOLE	B	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	6/23/2023
1419670W	4/10/2023	SEMINOLE	B	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	6/9/2023
1419720W	4/10/2023	SEMINOLE	B	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	5/16/2023
1422790W	6/6/2023	SEMINOLE	B	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	7/24/2023
1423533W	6/20/2023	SEMINOLE	B	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	8/10/2023
1424575W	7/7/2023	SEMINOLE	B	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	9/8/2023
1425241W	7/19/2023	SEMINOLE	S	WS251 Sunshine Water Services	GI-16	WATER QUALITY/PRESSURE	10/25/2023

Case Number	Enter Date	County	SB Type	Utility	Close Code	Close Type	Close Date
1426428W	8/3/2023	SEMINOLE	B	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	9/11/2023
1426435W	8/3/2023	SEMINOLE	S	WS251 Sunshine Water Services	GI-34	SEWER SERVICE QUALITY	10/20/2023
1426766W	8/8/2023	SEMINOLE	B	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	10/25/2023
1426813W	8/9/2023	SEMINOLE	B	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	9/25/2023
1426924W	8/10/2023	SEMINOLE	B	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	9/29/2023
1427168W	8/14/2023	SEMINOLE	B	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	10/20/2023
1427623W	8/18/2023	SEMINOLE	B	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	10/25/2023
1427858W	8/22/2023	SEMINOLE	S	WS251 Sunshine Water Services	GI-30	QUALITY OF SERVICE (ADDED 7/03)	10/20/2023
1438397W	2/5/2024	SEMINOLE	B	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	3/20/2024
1439238W	2/16/2024	SEMINOLE	B	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	4/3/2024
1340225W	7/15/2020	SEMINOLE	S	WS251 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	8/19/2020
1340544W	7/22/2020	ORANGE	S	WS251 Utilities, Inc. of Florida	GI-30	QUALITY OF SERVICE (ADDED 7/03)	8/27/2020
1340690W	7/24/2020	LAKE	B	WS251 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING (ADDED 7/03)	9/8/2020
1341199W	8/4/2020	ORANGE	S	WS251 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	9/16/2020
1355235W	11/19/2020	SEMINOLE	S	WS251 Utilities, Inc. of Florida	GI-30	QUALITY OF SERVICE (ADDED 7/03)	12/28/2020
1359475W	1/11/2021	SEMINOLE	B	WS251 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING (ADDED 7/03)	3/2/2021
1363272W	2/15/2021	SEMINOLE	S	WS251 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	3/22/2021
1371860W	6/21/2021	SEMINOLE	B	WS251 Utilities, Inc. of Florida	PR-03	DEPOSITS	6/25/2021
1372404W	6/24/2021	SEMINOLE	B	WS251 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING (ADDED 7/03)	7/30/2021
1375237W	7/29/2021	SEMINOLE	B	WS251 Utilities, Inc. of Florida	PR-68	WATER AND WASTE WATER DOCKETS	9/9/2021
1375259W	7/29/2021	SEMINOLE	B	WS251 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING (ADDED 7/03)	9/9/2021
1375301W	7/30/2021	SEMINOLE	B	WS251 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING (ADDED 7/03)	10/5/2021
1375348W	8/2/2021	SEMINOLE	B	WS251 Utilities, Inc. of Florida	GI-05	HIGH BILL	9/17/2021
1375411W	8/2/2021	SEMINOLE	B	WS251 Utilities, Inc. of Florida	PR-68	WATER AND WASTE WATER DOCKETS	9/9/2021
1381059W	9/29/2021	SEMINOLE	B	WS251 Utilities, Inc. of Florida	GI-05	HIGH BILL	11/10/2021
1381120W	9/30/2021	SEMINOLE	B	WS251 Utilities, Inc. of Florida	GI-05	HIGH BILL	11/10/2021
1381383W	10/4/2021	SEMINOLE	B	WS251 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING (ADDED 7/03)	11/19/2021

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Case Number	Enter Date	County	SB Type	Utility	Close Code	Close Type	Close Date
1381684W	10/8/2021	SEMINOLE	S	WS251 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	2/2/2022
1382711W	10/26/2021	SEMINOLE	B	WS251 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING (ADDED 7/03)	11/30/2021
1383283W	11/4/2021	SEMINOLE	B	WS251 Utilities, Inc. of Florida	GI-05	HIGH BILL	1/31/2022
1384905W	12/6/2021	SEMINOLE	S	WS251 Utilities, Inc. of Florida	GI-05	HIGH BILL	1/14/2022
1385732W	12/20/2021	SEMINOLE	S	WS251 Utilities, Inc. of Florida	GI-17	SAFETY ISSUES	2/1/2022
1395548W	5/9/2022	LAKE	S	WS641 Sunshine Water Services	GI-30	QUALITY OF SERVICE (ADDED 7/03)	6/16/2022
1402981W	9/2/2022	LAKE	B	WS641 Sunshine Water Services	WB-05	METER NOT RECORDING WITHIN STANDARD	10/7/2022
1404076W	9/15/2022	LAKE	S	WS641 Sunshine Water Services	GI-30	QUALITY OF SERVICE (ADDED 7/03)	10/21/2022
1414129W	1/23/2023	LAKE	B	WS641 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	3/27/2023
1419452W	4/4/2023	SEMINOLE	B	WS641 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	6/9/2023
1425172W	7/18/2023	LAKE	B	WS641 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	10/25/2023
1428020W	8/24/2023	LAKE	B	WS641 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	12/7/2023
1438628W	2/7/2024	LAKE	B	WS641 Sunshine Water Services	GI-05	HIGH BILL	3/20/2024
1440670W	3/8/2024	LAKE	B	WS641 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	5/3/2024
1444090W	5/3/2024	LAKE	B	WS641 Sunshine Water Services	WB-50	TO PROVIDE RES TO CUST IN 15 WD 25-22	6/26/2024
1446744W	6/4/2024	LAKE	B	WS641 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	7/17/2024
1345327W	9/14/2020	LAKE	B	WS641 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING (ADDED 7/03)	10/21/2020
1347807W	9/21/2020	LAKE	B	WS641 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING (ADDED 7/03)	11/5/2020
1351100W	10/5/2020	SEMINOLE	B	WS641 Utilities, Inc. of Florida	GI-05	HIGH BILL	11/23/2020
1354905W	11/16/2020	LAKE	S	WS641 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	12/21/2020
1355354W	11/20/2020	LAKE	S	WS641 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	1/4/2021
1362246W	2/4/2021	LAKE	B	WS641 Utilities, Inc. of Florida	GI-05	HIGH BILL	3/25/2021
1366340W	4/5/2021	LAKE	B	WS641 Utilities, Inc. of Florida	WB-51	TO RESPOND IN 7 WKDY TO STAFF REQ 25-2	5/10/2021
1367742W	5/3/2021	LAKE	B	WS641 Utilities, Inc. of Florida	GI-05	HIGH BILL	7/2/2021
1374606W	7/20/2021	LAKE	B	WS641 Utilities, Inc. of Florida	GI-05	HIGH BILL	8/20/2021
1382256W	10/18/2021		B	WS641 Utilities, Inc. of Florida	GI-08	RULES & TARIFFS	11/30/2021

Case Number	Enter Date	County	SB Type	Utility	Close Code	Close Type	Close Date
1407935W	10/24/2022	SEMINOLE	B	WS709 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	1/18/2023
1446460W	5/30/2024	PASCO	B	WS709 Sunshine Water Services	WB-05	METER NOT RECORDING WITHIN STANDARD	7/10/2024
1355663W	11/24/2020	HIGHLANDS	S	WS709 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	12/30/2020
1377231W	8/24/2021	HIGHLANDS	S	WS709 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	10/11/2021
1377361W	8/26/2021	HIGHLANDS	S	WS709 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	10/11/2021
1386040W	12/28/2021	POLK	B	WS800 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	3/3/2022
1396942W	6/3/2022	POLK	B	WS800 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	7/26/2022
1355361W	11/20/2020	POLK	S	WS800 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	12/28/2020
1410650W	11/28/2022	ORANGE	B	WU372 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	11/29/2022
1412958W	1/3/2023	SEMINOLE	S	WU372 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	2/16/2023
1441001W	3/15/2024	PASCO	B	WU372 Sunshine Water Services	GI-25	IMPROPER BILLING (ADDED 7/03)	5/17/2024
1444009W	5/2/2024	SEMINOLE	B	WU372 Sunshine Water Services	GI-05	HIGH BILL	6/25/2024
1342837W	8/25/2020	PASCO	S	WU372 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING (ADDED 7/03)	10/6/2020
1353581W	10/30/2020	SEMINOLE	B	WU372 Utilities, Inc. of Florida	GI-08	RULES & TARIFFS	12/11/2020
1357372W	12/16/2020	PASCO	S	WU372 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	2/1/2021
1362896W	2/10/2021	SEMINOLE	B	WU372 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING (ADDED 7/03)	3/17/2021
1375824W	8/6/2021	SEMINOLE	B	WU372 Utilities, Inc. of Florida	GI-08	RULES & TARIFFS	10/1/2021
1344758W	9/10/2020	SEMINOLE	B	WU413 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING (ADDED 7/03)	10/16/2020
1344929W	9/10/2020	PASCO	S	WU413 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	10/20/2020
1357441W	12/17/2020	ORANGE	B	WU413 Utilities, Inc. of Florida	GI-08	RULES & TARIFFS	6/1/2021
1413830W	1/18/2023	MARION	B	WU443 Sunshine Water Services	WB-26	BILLS NOT SENT AT REGULAR INTERVALS	2/23/2023
1441781W	3/29/2024	MARION	S	WU443 Sunshine Water Services	GI-15	OUTAGES (ALL INDUSTRIES)	5/14/2024
1420073W	4/17/2023	LAKE	S	WU553 Sunshine Water Services	GI-11	REPAIR SERVICE	6/7/2023
1420092W	4/17/2023	LAKE	S	WU553 Sunshine Water Services	GI-11	REPAIR SERVICE	7/5/2023
1346597W	9/17/2020	LAKE	S	WU553 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	10/22/2020
1360803W	1/21/2021	LAKE	S	WU553 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	3/8/2021
1376183W	8/11/2021	LAKE	S	WU553 Utilities, Inc. of Florida	GI-30	QUALITY OF SERVICE (ADDED 7/03)	9/17/2021

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties, by Sunshine Water Services Company.

DOCKET NO. 20240068-WS

DATED: DECEMBER 2, 2024

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the Direct Testimony of Angela L. Calhoun on behalf of the Florida Public Service Commission has been served by electronic mail to the following on this 2nd day of December, 2024.

<p>Martin S. Friedman Dean Law Firm 420 S. Orange Avenue Suite 700 Orlando, Florida 32801 mfriedman@deanmead.com</p> <p>Walt Trierweiler Charles J. Rehwinkel Octavio Simoes-Ponce Austin Watrous Office of Public Counsel c/o The Florida Legislature 111 West Madison Street, Suite 812 Tallahassee, Florida 32399-1400 Trierweiler.walt@leg.state.fl.us Rehwinkel.charles@leg.state.fl.us Ponce.octavio@leg.state.fl.us Watrous.austin@leg.state.fl.us</p>	<p>Sean Twomey Jacquee Sillitoe Sunshine Water Services 200 Weathersfield Avenue Altamonte Springs, Florida 32714-4027 Sean.twomey@sunshinewater.com Jacquee.sillitoe@sunshinewater.com</p>
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/s/ Ryan Sandy

RYAN SANDY
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