

1 **BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**
2 **COMMISSION STAFF DIRECT TESTIMONY OF JOHN F. PLESCOW**

3 **DOCKET NO. 20250137-SU**

4 **MARCH 5, 2026**

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

6 A. My name is John F. Plescow. 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 a
10 Regulatory Program Administrator in the Office of Consumer Assistance.

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

13 A. I graduated in 1984 with a Bachelor of Science degree and in 1988 with a Master of
14 Science degree from Florida State University. I have worked for the Commission for
15 more than 36 years, and I have experience in consumer complaints and consumer
16 outreach. I work in the Office of Consumer Assistance where I manage consumer
17 complaints and inquiries.

18 **Q. What is the function of the Office of Consumer Assistance?**

19 A. The Office of Consumer Assistance's function is to resolve disputes between regulated
20 companies and their customers as quickly, effectively, and inexpensively as possible.

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

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

1 Commission involvement.

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

3 A. The purpose of my testimony is to discuss/outline the number of consumer complaints
4 logged with the Commission against Sunshine Water Services Company under Rule
5 25-22.032, Florida Administrative Code (F.A.C.), Consumer Complaints, from July 1,
6 2024 to December 31, 2025. My testimony will also provide information on the type
7 of complaints logged and those complaints that appear to be rule violations.

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

10 A. From July 1, 2024 to December 31, 2025 the Commission logged 80 complaints
11 against Sunshine Water Services Company.

12 **Q. What have been the most common types of complaints logged against Sunshine
13 Water Services Company during the period of July 1, 2024 to December 31, 2025?**

14 A. During the specified time period, approximately Forty-four (44%) percent of the
15 complaints logged with the Commission concerned billing issues, while approximately
16 Fifty-six (56%) percent of the complaints involved quality of service issues.

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

18 A. Yes. I am sponsoring JFP-1 and JFP-2, which are listings of consumer complaints
19 logged with the Commission against Sunshine Water Services Company under Rule
20 25-22.032, F.A.C. The complaints listed were received between July 1, 2024 and
21 December 31, 2025, and were captured in the Commission's Consumer Activity
22 Tracking System (CATS). Exhibit JFP-1 lists quality of service complaints and Exhibit
23 JFP-2 lists billing complaints. Both exhibits group the complaints by system.

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 JFP-3 is a listing of complaints by Close Type.

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

7 A. Staff determined that, of the 80 complaints logged against Sunshine Water Services
8 Company during the period of July 1, 2024 to December 31, 2025, there were 18
9 service quality complaints and seven (7) billing complaints that appear to demonstrate
10 a violation of Commission Rules.

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

12 A. Yes.

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Exhibits

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

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1464551W	2/12/2025	SU291 Sunshine Water Services	GI-15	OUTAGES	PINELLAS	S	FALSE	3/4/2025
Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1463728W	2/3/2025	WS251 Sunshine Water Services	GI-16	WATER QUALITY/PRESSURE	SEMINOLE	S	FALSE	3/10/2025
1464357W	2/10/2025	WS251 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	TRUE	3/20/2025
1464359W	2/10/2025	WS251 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	TRUE	3/17/2025
1464360W	2/10/2025	WS251 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	TRUE	3/25/2025
1464362W	2/10/2025	WS251 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	TRUE	3/17/2025
1464372W	2/10/2025	WS251 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	TRUE	3/24/2025
1464383W	2/10/2025	WS251 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	TRUE	3/17/2025
1464384W	2/10/2025	WS251 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	TRUE	3/20/2025
1464386W	2/10/2025	WS251 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	TRUE	3/17/2025
1464388W	2/10/2025	WS251 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	TRUE	3/25/2025
1464389W	2/10/2025	WS251 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	TRUE	3/20/2025
1464395W	2/10/2025	WS251 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	TRUE	3/17/2025
1464396W	2/10/2025	WS251 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	TRUE	3/25/2025
1464397W	2/10/2025	WS251 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	TRUE	3/17/2025
1464413W	2/10/2025	WS251 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	TRUE	3/17/2025
1464447W	2/10/2025	WS251 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	TRUE	3/17/2025
1464776W	2/17/2025	WS251 Sunshine Water Services	WS-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	SEMINOLE	S	TRUE	4/14/2025
1464777W	2/17/2025	WS251 Sunshine Water Services	GI-11	REPAIR SERVICE	SEMINOLE	S	FALSE	3/24/2025
1466053W	3/10/2025	WS251 Sunshine Water Services	GI-11	REPAIR SERVICE	SEMINOLE	S	FALSE	4/15/2025
1471731W	6/6/2025	WS251 Sunshine Water Services	GI-30	QUALITY OF SERVICE	SEMINOLE	S	FALSE	8/26/2025
1477195W	8/7/2025	WS251 Sunshine Water Services	GI-11	REPAIR SERVICE	SEMINOLE	S	FALSE	9/11/2025
1491983W	12/29/2025	WS251 Sunshine Water Services	GI-30	QUALITY OF SERVICE	SEMINOLE	S	FALSE	2/2/2026
1461641W	12/19/2024	WS251 Sunshine Water Services	GI-11	REPAIR SERVICE	SEMINOLE	S	FALSE	1/31/2025

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Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1489433W	11/10/2025	WS641 Sunshine Water Services	GI-15	OUTAGES	LAKE	S	FALSE	12/22/2025
1473691W	7/1/2025	WS641 Sunshine Water Services	WS-12	SERVICE IMPROPERLY DISCONNECTED	LAKE	S	TRUE	8/13/2025
1478408W	8/15/2025	WS641 Sunshine Water Services	GI-11	REPAIR SERVICE	LAKE	S	FALSE	9/24/2025
1487201W	10/13/2025	WS641 Sunshine Water Services	GI-16	WATER QUALITY/PRESSURE	LAKE	S	FALSE	11/20/2025
1489324W	11/7/2025	WS641 Sunshine Water Services	GI-16	WATER QUALITY/PRESSURE	LAKE	S	FALSE	1/5/2026
1489411W	11/7/2025	WS641 Sunshine Water Services	GI-16	WATER QUALITY/PRESSURE	LAKE	S	FALSE	1/6/2026
1491050W	12/9/2025	WS641 Sunshine Water Services	GI-28	IMPROPER DISCONNECT	LAKE	S	FALSE	1/13/2026

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1487188W	10/13/2025	WU413 Sunshine Water Services	GI-16	WATER QUALITY/PRESSURE	ORANGE	S	FALSE	11/20/2025

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1450112W	7/2/2024	WU553 Sunshine Water Services	WS-50	FAILURE TO PROVIDE RES TO CUST IN 15 WD 25-22.032(6)B	SEMINOLE	S	TRUE	8/30/2024
1473281W	6/25/2025	WU553 Sunshine Water Services	GI-16	WATER QUALITY/PRESSURE	LAKE	S	FALSE	8/12/2025
1489333W	11/7/2025	WU553 Sunshine Water Services	GI-15	OUTAGES	LAKE	S	FALSE	12/22/2025

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Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1452358W	8/1/2024	SU640 Sunshine Water Services	WB-01	IMPROPER RATES APPLIED	PASCO	B	TRUE	10/2/2024
Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1461264W	12/13/2024	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	1/21/2025
1462388W	1/8/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	2/12/2025
1463525W	1/29/2025	WS251 Sunshine Water Services	WB-05	METER NOT RECORDING WITHIN STANDARDS	SEMINOLE	B	TRUE	3/27/2025
1466104W	3/11/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	4/15/2025
1466111W	3/11/2025	WS251 Sunshine Water Services	PR-03	DEPOSITS	SEMINOLE	B	FALSE	4/15/2025
1469370W	4/28/2025	WS251 Sunshine Water Services	WB-01	IMPROPER RATES APPLIED	SEMINOLE	B	TRUE	6/4/2025
1469499W	4/30/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	6/4/2025
1474287W	7/10/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	9/2/2025
1474366W	7/11/2025	WS251 Sunshine Water Services	GI-05	HIGH BILL	SEMINOLE	B	FALSE	9/2/2025
1475320W	7/18/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	9/3/2025
1476412W	7/29/2025	WS251 Sunshine Water Services	GI-05	HIGH BILL	SEMINOLE	B	FALSE	9/3/2025
1476415W	7/29/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	9/4/2025
1476427W	7/29/2025	WS251 Sunshine Water Services	GI-05	HIGH BILL	SEMINOLE	B	FALSE	9/3/2025
1476432W	7/29/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	9/4/2025
1476433W	7/29/2025	WS251 Sunshine Water Services	GI-05	HIGH BILL	SEMINOLE	B	FALSE	9/5/2025
1476498W	7/30/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	9/3/2025
1476502W	7/30/2025	WS251 Sunshine Water Services	GI-05	HIGH BILL	SEMINOLE	B	FALSE	9/11/2025
1476503W	7/30/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	9/3/2025
1476504W	7/30/2025	WS251 Sunshine Water Services	GI-05	HIGH BILL	SEMINOLE	B	FALSE	9/5/2025
1476610W	7/31/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	9/4/2025
1476611W	7/31/2025	WS251 Sunshine Water Services	GI-05	HIGH BILL	SEMINOLE	B	FALSE	9/5/2025
1476806W	8/4/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	9/8/2025
1478856W	8/20/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	9/30/2025

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Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1481333W	9/15/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	10/27/2025
1483997W	9/25/2025	WS251 Sunshine Water Services	WB-05	METER NOT RECORDING WITHIN STANDARDS	SEMINOLE	B	TRUE	11/6/2025
1485202W	9/30/2025	WS251 Sunshine Water Services	GI-05	HIGH BILL	SEMINOLE	B	FALSE	11/10/2025
1488168W	10/20/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	12/4/2025
1488421W	10/22/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	12/4/2025
1490007W	11/19/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	1/8/2026
1490167W	11/21/2025	WS251 Sunshine Water Services	PR-03	DEPOSITS	SEMINOLE	B	FALSE	12/30/2025
1490654W	12/3/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	2/3/2026
1492020W	12/29/2025	WS251 Sunshine Water Services	WB-51	FAILURE TO RESPOND IN 7 WKDY TO STAFF REQ 25-22.032(6)E	SEMINOLE	B	TRUE	2/17/2026

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1477163W	8/7/2025	WS641 Sunshine Water Services	GI-25	IMPROPER BILLING	LAKE	B	FALSE	9/11/2025
1479971W	9/2/2025	WS641 Sunshine Water Services	GI-05	HIGH BILL	LAKE	B	FALSE	10/6/2025
1481023W	9/10/2025	WS641 Sunshine Water Services	GI-25	IMPROPER BILLING	LAKE	B	FALSE	10/20/2025
1491695W	12/19/2025	WS641 Sunshine Water Services	GI-25	IMPROPER BILLING	LAKE	B	FALSE	2/2/2026
1461463W	12/17/2024	WS641 Sunshine Water Services	GI-25	IMPROPER BILLING	LAKE	B	FALSE	1/21/2025
1482919W	9/22/2025	WS641 Sunshine Water Services	WB-01	IMPROPER RATES APPLIED	LAKE	B	TRUE	11/5/2025
1486856W	10/8/2025	WS641 Sunshine Water Services	GI-25	IMPROPER BILLING	LAKE	B	FALSE	11/20/2025
1489121W	11/4/2025	WS641 Sunshine Water Services	GI-25	IMPROPER BILLING	LAKE	B	FALSE	1/9/2026

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1456400W	10/1/2024	WS800 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	11/6/2024
1463716W	2/3/2025	WS800 Sunshine Water Services	WB-23	BILLING WRONG CUSTOMER	PASCO	B	TRUE	8/14/2025

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Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1453731W	8/22/2024	WU372 Sunshine Water Services	GI-25	IMPROPER BILLING	LAKE	B	FALSE	10/30/2024
1453857W	8/26/2024	WU372 Sunshine Water Services	WB-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	PINELLAS	B	TRUE	10/8/2024

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Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1474366W	7/11/2025	WS251 Sunshine Water Services	GI-05	HIGH BILL	SEMINOLE	B	FALSE	9/2/2025
1476412W	7/29/2025	WS251 Sunshine Water Services	GI-05	HIGH BILL	SEMINOLE	B	FALSE	9/3/2025
1476427W	7/29/2025	WS251 Sunshine Water Services	GI-05	HIGH BILL	SEMINOLE	B	FALSE	9/3/2025
1476433W	7/29/2025	WS251 Sunshine Water Services	GI-05	HIGH BILL	SEMINOLE	B	FALSE	9/5/2025
1476502W	7/30/2025	WS251 Sunshine Water Services	GI-05	HIGH BILL	SEMINOLE	B	FALSE	9/11/2025
1476504W	7/30/2025	WS251 Sunshine Water Services	GI-05	HIGH BILL	SEMINOLE	B	FALSE	9/5/2025
1476611W	7/31/2025	WS251 Sunshine Water Services	GI-05	HIGH BILL	SEMINOLE	B	FALSE	9/5/2025
1479971W	9/2/2025	WS251 Sunshine Water Services	GI-05	HIGH BILL	LAKE	B	FALSE	10/6/2025
1485202W	9/30/2025	WS251 Sunshine Water Services	GI-05	HIGH BILL	SEMINOLE	B	FALSE	11/10/2025

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1464777W	2/17/2025	WS251 Sunshine Water Services	GI-11	REPAIR SERVICE	SEMINOLE	S	FALSE	3/24/2025
1466053W	3/10/2025	WS251 Sunshine Water Services	GI-11	REPAIR SERVICE	SEMINOLE	S	FALSE	4/15/2025
1477195W	8/7/2025	WS251 Sunshine Water Services	GI-11	REPAIR SERVICE	SEMINOLE	S	FALSE	9/11/2025
1461641W	12/19/2024	WS641 Sunshine Water Services	GI-11	REPAIR SERVICE	SEMINOLE	S	FALSE	1/31/2025
1478408W	8/15/2025	WS641 Sunshine Water Services	GI-11	REPAIR SERVICE	LAKE	S	FALSE	9/24/2025

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1464551W	2/12/2025	SU291 Sunshine Water Services	GI-15	OUTAGES	PINELLAS	S	FALSE	3/4/2025
1489433W	11/10/2025	WS251 Sunshine Water Services	GI-15	OUTAGES	LAKE	S	FALSE	12/22/2025
1489333W	11/7/2025	WU553 Sunshine Water Services	GI-15	OUTAGES	LAKE	S	FALSE	12/22/2025

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1463728W	2/3/2025	WS251 Sunshine Water Services	GI-16	WATER QUALITY/PRESSURE	SEMINOLE	S	FALSE	3/10/2025
1487201W	10/13/2025	WS641 Sunshine Water Services	GI-16	WATER QUALITY/PRESSURE	LAKE	S	FALSE	11/20/2025
1489324W	11/7/2025	WS641 Sunshine Water Services	GI-16	WATER QUALITY/PRESSURE	LAKE	S	FALSE	1/5/2026
1489411W	11/7/2025	WS641 Sunshine Water Services	GI-16	WATER QUALITY/PRESSURE	LAKE	S	FALSE	1/6/2026

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Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1487188W	10/13/2025	WU413 Sunshine Water Services	GI-16	WATER QUALITY/PRESSURE	ORANGE	S	FALSE	11/20/2025
1473281W	6/25/2025	WU553 Sunshine Water Services	GI-16	WATER QUALITY/PRESSURE	LAKE	S	FALSE	8/12/2025

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1461264W	12/13/2024	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	1/21/2025
1462388W	1/8/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	2/12/2025
1466104W	3/11/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	4/15/2025
1469499W	4/30/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	6/4/2025
1474287W	7/10/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	9/2/2025
1475320W	7/18/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	9/3/2025
1476415W	7/29/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	9/4/2025
1476432W	7/29/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	9/4/2025
1476498W	7/30/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	9/3/2025
1476503W	7/30/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	9/3/2025
1476610W	7/31/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	9/4/2025
1476806W	8/4/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	9/8/2025
1477163W	8/7/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	LAKE	B	FALSE	9/11/2025
1478856W	8/20/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	9/30/2025
1481023W	9/10/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	LAKE	B	FALSE	10/20/2025
1481333W	9/15/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	10/27/2025
1488168W	10/20/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	12/4/2025
1488421W	10/22/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	12/4/2025
1490007W	11/19/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	1/8/2026
1490654W	12/3/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	2/3/2026
1491695W	12/19/2025	WS251 Sunshine Water Services	GI-25	IMPROPER BILLING	LAKE	B	FALSE	2/2/2026
1461463W	12/17/2024	WS641 Sunshine Water Services	GI-25	IMPROPER BILLING	LAKE	B	FALSE	1/21/2025
1486856W	10/8/2025	WS641 Sunshine Water Services	GI-25	IMPROPER BILLING	LAKE	B	FALSE	11/20/2025

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Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1489121W	11/4/2025	WS641 Sunshine Water Services	GI-25	IMPROPER BILLING	LAKE	B	FALSE	1/9/2026
1456400W	10/1/2024	WS800 Sunshine Water Services	GI-25	IMPROPER BILLING	SEMINOLE	B	FALSE	11/6/2024
1453731W	8/22/2024	WU372 Sunshine Water Services	GI-25	IMPROPER BILLING	LAKE	B	FALSE	10/30/2024

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1491050W	12/9/2025	WS641 Sunshine Water Services	GI-28	IMPROPER DISCONNECT	LAKE	S	FALSE	1/13/2026

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1471731W	6/6/2025	WS251 Sunshine Water Services	GI-30	QUALITY OF SERVICE	SEMINOLE	S	FALSE	8/26/2025
1491983W	12/29/2025	WS251 Sunshine Water Services	GI-30	QUALITY OF SERVICE	SEMINOLE	S	FALSE	2/2/2026

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1466111W	3/11/2025	WS251 Sunshine Water Services	PR-03	DEPOSITS	SEMINOLE	B	FALSE	4/15/2025
1490167W	11/21/2025	WS251 Sunshine Water Services	PR-03	DEPOSITS	SEMINOLE	B	FALSE	12/30/2025

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1452358W	8/1/2024	SU640 Sunshine Water Services	WB-01	IMPROPER RATES APPLIED	PASCO	B	TRUE	10/2/2024
1469370W	4/28/2025	WS251 Sunshine Water Services	WB-01	IMPROPER RATES APPLIED	SEMINOLE	B	TRUE	6/4/2025
1482919W	9/22/2025	WS641 Sunshine Water Services	WB-01	IMPROPER RATES APPLIED	LAKE	B	TRUE	11/5/2025

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1463525W	1/29/2025	WS251 Sunshine Water Services	WB-05	METER NOT RECORDING WITHIN STANDARDS	SEMINOLE	B	TRUE	3/27/2025
1483997W	9/25/2025	WS251 Sunshine Water Services	WB-05	METER NOT RECORDING WITHIN STANDARDS	SEMINOLE	B	TRUE	11/6/2025

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Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1463716W	2/3/2025	WS800 Sunshine Water Services	WB-23	BILLING WRONG CUSTOMER	PASCO	B	TRUE	8/14/2025
1453857W	8/26/2024	WU372 Sunshine Water Services	WB-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	PINELLAS	B	TRUE	10/8/2024
1492020W	12/29/2025	WS251 Sunshine Water Services	WB-51	FAILURE TO RESPOND IN 7 WKDY TO STAFF REQ 25-22.032(6)E	SEMINOLE	B	TRUE	2/17/2026
1473691W	7/1/2025	WS641 Sunshine Water Services	WS-12	SERVICE IMPROPERLY DISCONNECTED	LAKE	S	TRUE	8/13/2025
Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1464357W	2/10/2025	WS251 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	TRUE	3/20/2025
1464359W	2/10/2025	WS251 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	TRUE	3/17/2025
1464360W	2/10/2025	WS251 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	TRUE	3/25/2025
1464362W	2/10/2025	WS251 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	TRUE	3/17/2025
1464372W	2/10/2025	WS251 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	TRUE	3/24/2025
1464383W	2/10/2025	WS251 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	TRUE	3/17/2025
1464384W	2/10/2025	WS251 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	TRUE	3/20/2025
1464386W	2/10/2025	WS251 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	TRUE	3/17/2025
1464388W	2/10/2025	WS251 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	TRUE	3/25/2025
1464389W	2/10/2025	WS251 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	TRUE	3/20/2025
1464395W	2/10/2025	WS251 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	TRUE	3/17/2025
1464396W	2/10/2025	WS251 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	TRUE	3/25/2025

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Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1464397W	2/10/2025	WS251 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	TRUE	3/17/2025
1464413W	2/10/2025	WS251 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	TRUE	3/17/2025
1464447W	2/10/2025	WS251 Sunshine Water Services	WS-28	Failure to provide full & accurate report	SEMINOLE	S	TRUE	3/17/2025

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1464776W	2/17/2025	WS251 Sunshine Water Services	WS-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	SEMINOLE	S	TRUE	4/14/2025

Case Number	Enter Date	Utility	Close Code	Close Type	County	SB Type	AppRuViolation	Close Date
1450112W	7/2/2024	WU553 Sunshine Water Services	WS-50	FAILURE TO PROVIDE RES TO CUST IN 15 WD 25-22.032(6)B	SEMINOLE	S	TRUE	8/30/2024

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Application for limited proceeding rate increase by Sunshine Water Services Company d/b/a Sunshine Water Services.

DOCKET NO. 20250137-SU

DATED: MARCH 5, 2026

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of STAFF'S DIRECT TESTIMONY OF JOHN F. PLESCOW has been served by electronic mail to the following this 5th day of March, 2026:

Sean Twomey Jacquee Sillitoe Sunshine Water Services Company 200 Weathersfield Avenue Altamonte Springs, Florida 32714-4099 Sean.twomey@nexuswg.com Jacquee.sillitoe@nexuswg.com	J. Jeffrey Wahlen Virginia Ponder Ausley Law Firm 123 South Calhoun Street Tallahassee, Florida 32301-1517 jwahlen@ausley.com vponder@ausley.com
Walt Trierweiler Octavio Simoes-Ponce Patricia A. Christensen Office of Public Counsel c/o The Florida Legislature 111 W. Madison Street, Room 812 Tallahassee, Florida 32399 Trierweiler.walt@leg.state.fl.us Ponce.octavio@leg.state.fl.us Christensen.patty@leg.state.fl.us	

/s/ Saad Farooqi

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