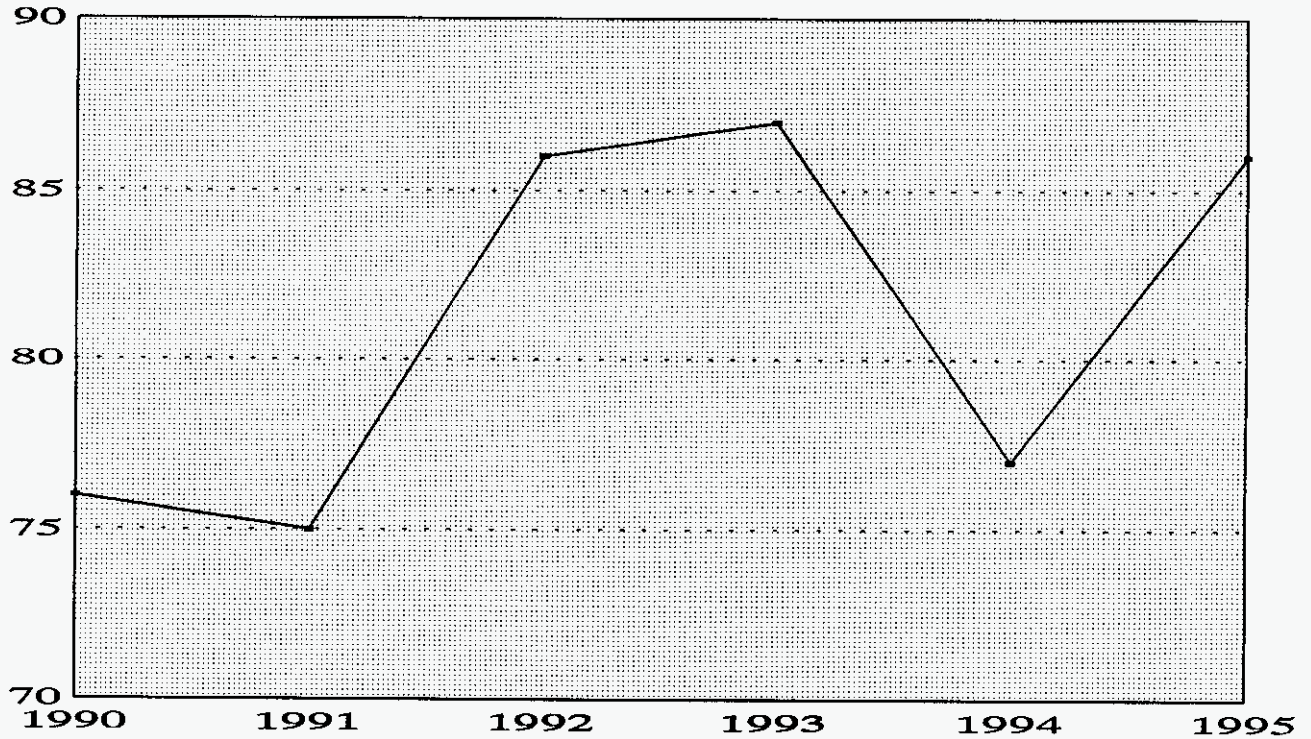


**DOCKET** 950495-WIS  
**EXHIBIT NO.** 195  
**CASE NO.** 96-04227

**SOUTHERN STATES UTILITIES, INC.  
COMPLAINTS  
6 YEAR COMPARISON**



**FLORIDA PUBLIC SERVICE COMMISSION**

**DOCKET**  
**NO.** 950495-WIS **EXHIBIT NO.** 195  
**COMPANY/**  
**WITNESS:** FPSC Print  
**DATE:** 4/27/96

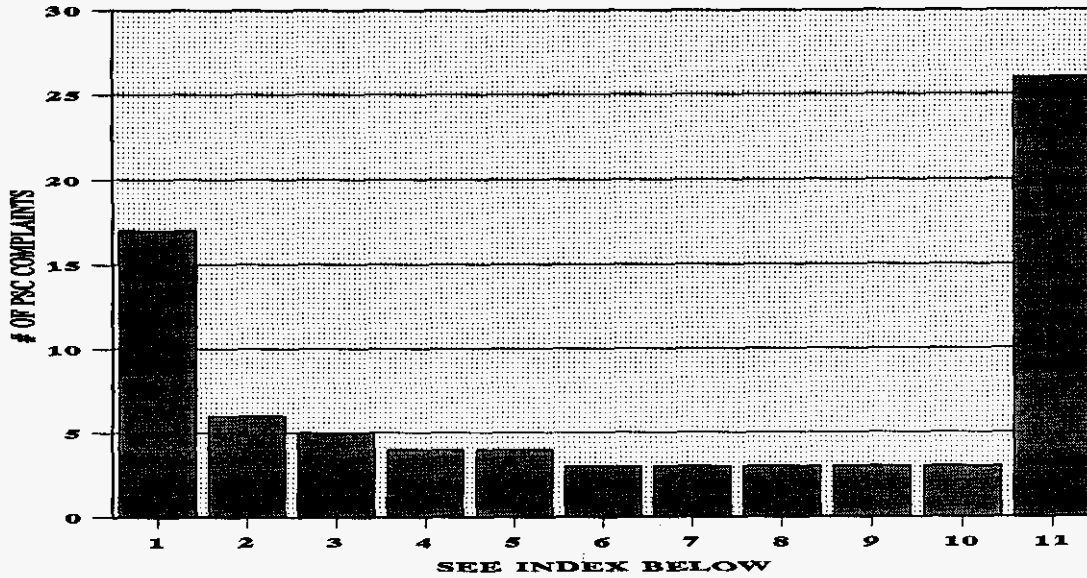
**DOCUMENT NUMBER-DATE**

**02359 FEB 26 1996**

**FPSC-RECORDS/REPORTING**

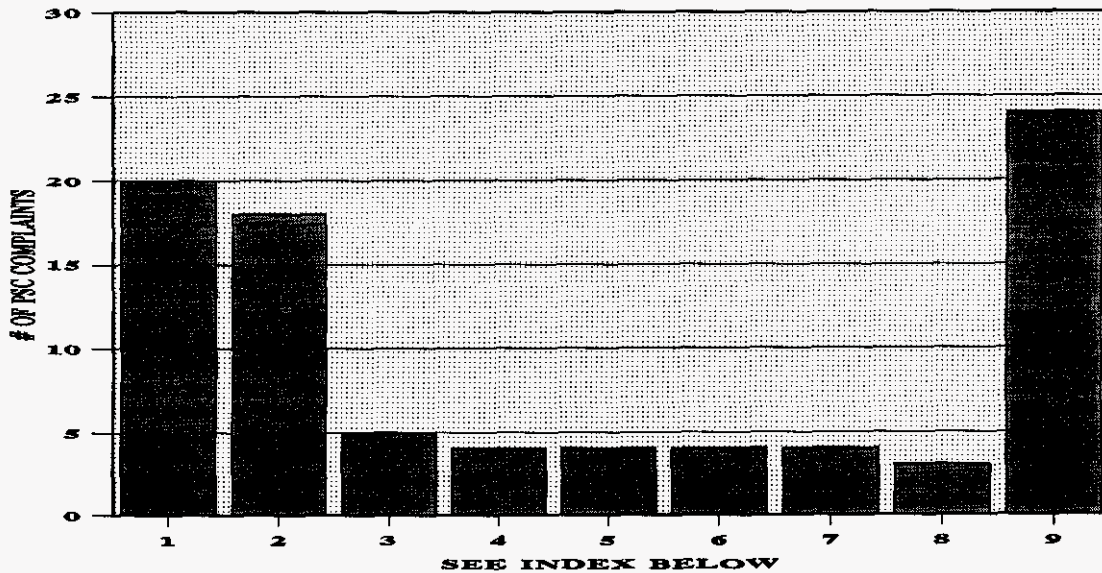
# SOUTHERN STATES UTILITIES, INC.

## 1994 Major Types



- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>1. High Bill (17)</li> <li>2. Water Pressure (6)</li> <li>3. Improper Disconnect (5)</li> <li>4. Water Quality (4)</li> <li>5. Business Office Problem (4)</li> <li>6. Backbilling (3)</li> </ul> | <ul style="list-style-type: none"> <li>7. Billing Wrong Customer(3)</li> <li>8. Misc. Billing Problem (3)</li> <li>9. Sewage Problem (3)</li> <li>10. Misc. Service (3)</li> <li>11. Others (26)</li> </ul> |
|--|---|

## 1995 MAJOR TYPES



- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>1. High Bill (20)</li> <li>2. Water Quality (18)</li> <li>3. Misc. Service (5)</li> <li>4. Reconnect Charge (4)</li> </ul> | <ul style="list-style-type: none"> <li>5. Water Pressure (4)</li> <li>6. Improper Disconnect (4)</li> <li>7. Business Office Problem (4)</li> <li>8. Service Outage (3)</li> <li>9. Others (24)</li> </ul> |
|---|--|