

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 20200139-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties, by Utilities, Inc. of Florida.

WITNESS: Direct Testimony of RHONDA L. HICKS appearing on behalf of the Staff of the Florida Public Service Commission

DATE FILED: November 20, 2020

1 DIRECT TESTIMONY OF RHONDA L. HICKS

2 Q. Please state your name and address.

3 A. My name is Rhonda L. Hicks. 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 A&M University in 1986 with a Bachelor of Science degree  
12 in Accounting. I have worked for the Commission for more than 34 years, and I have  
13 varied experience in the electric, gas, telephone, and water and wastewater industries.  
14 My work experience includes rate cases, cost recovery clauses, depreciation studies,  
15 tax, audit, consumer outreach, and consumer complaints. During the course of my  
16 career at the Commission, I have testified in numerous dockets involving varied  
17 industries regulated by the Commission. I currently work in the Bureau of Consumer  
18 Assistance within the Office of Consumer Assistance & Outreach where I manage  
19 consumer complaints and inquiries.

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

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

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

25 A. No. Consumers may initially file their complaint with the regulated company and

1 reach a resolution without the Bureau's intervention. In fact, consumers are encouraged  
2 to allow the regulated company the opportunity to resolve the dispute prior to any  
3 Commission involvement.

4 Q. What is the purpose of your testimony?

5 A. The purpose of my testimony is to outline the number of consumer complaints logged  
6 with the Commission against Utilities, Inc. of Florida (UIF) under Rule 25-22.032,  
7 Florida Administrative Code, Consumer Complaints, from October 5, 2015, through  
8 October 5, 2020. My testimony will also provide information on the type of  
9 complaints logged and those complaints that appear to be rule violations.

10 Q. What do your records indicate concerning the number of complaints logged against  
11 UIF?

12 A. From October 5, 2015, through October 5, 2020, the Commission logged 194  
13 complaints against UIF.

14 Q. What have been the most common types of complaints logged against UIF during the  
15 period October 5, 2015, through October 5, 2020?

16 A. During the specified time period, approximately sixty-nine (69%) percent of the  
17 complaints logged with the Commission concerned billing issues, while approximately  
18 thirty-one (31%) percent of the complaints involved quality of service issues.

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

20 A. Yes. I am sponsoring Exhibits RLH-1 and RLH-2

21 Q. Can you summarize Exhibit RLH-1?

22 A. Yes. Exhibit RLH-1 is a listing of customer complaints logged with the Commission  
23 against UIF under Rule 25-22.032, Florida Administrative Code. The complaints listed  
24 were received between October 5, 2015, through October 5, 2020, and were captured  
25 in the Commission's Consumer Activity Tracking System (CATS). The complaints are

1 sorted and grouped by county.

2 Q. What counties received the most complaints during October 5, 2015, through October  
3 5, 2020?

4 A. Exhibit RLH-1 indicates that UIF in Seminole County, followed by UIF in Lake  
5 County, received the most complaints during the specified time period. UIF in  
6 Seminole County received 133 complaints while UIF in Lake County received 31  
7 complaints. Included within their total complaints, both counties each received 6  
8 complaints regarding water quality/pressure. Consequently, the twelve complaints  
9 received by Seminole and Lake Counties constituted the great majority of the fifteen  
10 water quality/pressure complaints that the Commission sent to Florida's Department of  
11 Environmental Protection (DEP).

12 Q. Why are water quality/pressure complaints sent to DEP?

13 A. The DEP establishes secondary water quality standards, and consumer complaints  
14 about water quality issues may assist DEP in determining whether or not a utility has  
15 met its secondary water quality standards.

16 Q. Can you summarize Exhibit RLH-2?

17 A. Yes. Exhibit RLH-2 is the same information contained in the listing of customer  
18 complaints presented as Exhibit RLH-1. However, the information is sorted and  
19 grouped by Close-Out Code.

20 Q. What is a Close-Out Code?

21 A. A Close-Out Code is an internal categorization code. It is assigned to each complaint  
22 once staff completes its investigation, and a proposed resolution is provided to the  
23 consumer. If a complaint is not assigned a Close-Out Code, the complaint remains  
24 under investigation.

25 Q. How were most UIF complaints received during October 5, 2015, through October 5,

1 2020, resolved or closed?

2 A. A review of Exhibit RLH-2 indicates that Commission staff closed the majority of  
3 UIF's complaints as GI-25/Improper Billing.

4 Q. Does a Close-Out Code of GI-25/Improper Billing indicate that UIF improperly billed  
5 a customer?

6 A. No. The Close-Out Code of GI-25/Improper Billing, is a general code that  
7 encompasses all billing issues that don't involve a High Bill concern. It would involve  
8 issues such as, late fees, disconnect charges, meter reading charges, or any other  
9 billing concern except High Bills. Complaints that may be potential violations of  
10 Commission rules have Close-Out Codes that begin with WS- or WB-.

11 Q. How many of the complaints summarized on your exhibit has staff determined  
12 may be a violation of Commission rules?

13 A. Of the 194 complaints logged against UIF during the period October 5, 2015, through  
14 October 5, 2020, staff determined that 15 of the complaints may be violations of  
15 Commission rules.

16 Q. Can you summarize the potential rule violations?

17 A. Yes. The majority of the potential rule violations involve inaccurate meters and meter  
18 readings. Other potential rule violations involve customer billing, the refund of  
19 deposits, and responding to customers and/or the Commission in a timely manner.

20 Q. Does this conclude your testimony?

21 A. Yes, it does.

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	A	B	C	D	E	F	G	H	I
1	Case Number	Entry Date	Company Code/Utility	Close-Out Code	Close-Out Code Description	County	Service (S) Billing (B)	Close Date	Sent to DEP
2	1230946W	12/15/2016	SU959 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Charlotte	B	5/3/2017	
3	1334773W	3/19/2020	WS709 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING	Highlands	B	6/9/2020	
4	1209070W	3/31/2016	WS641 UTILITIES, INC. OF FLORIDA	GI-05	HIGH BILL	Lake	B	6/30/2016	
5	1222036W	9/8/2016	WS641 UTILITIES, INC. OF FLORIDA	GI-05	HIGH BILL	Lake	B	10/14/2016	
6	1325250W	10/30/2019	WU553 Utilities, Inc. of Florida	GI-05	HIGH BILL	Lake	B	2/25/2020	
7	1280812W	6/21/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-16	WATER QUALITY/PRESSURE	Lake	S	7/27/2018	Yes
8	1331413W	1/23/2020	WS641 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	Lake	S	3/6/2020	Yes
9	1331366W	1/23/2020	WS641 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	Lake	S	2/27/2020	Yes
10	1331392W	1/23/2020	WS641 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	Lake	S	3/6/2020	Yes
11	1331446W	1/24/2020	WS641 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	Lake	S	2/28/2020	Yes
12	1346597W	9/17/2020	WU553 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	Lake	S	10/22/2020	Yes
13	1208976W	3/30/2016	WU553 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Lake	B	4/27/2016	
14	1259881W	10/30/2017	WS641 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Lake	B	12/4/2017	
15	1264382W	12/8/2017	WU553 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Lake	B	3/8/2018	
16	1281671W	7/2/2018	WS641 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Lake	B	8/8/2018	
17	1286875W	8/31/2018	WU553 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Lake	B	10/23/2018	
18	1287621W	9/11/2018	WU553 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Lake	B	10/23/2018	
19	1288708W	9/24/2018	WU553 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Lake	B	11/30/2018	
20	1295945W	12/27/2018	WU553 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Lake	B	1/31/2019	
21	1297813W	1/18/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Lake	B	2/27/2019	
22	1320969W	9/11/2019	WU553 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING	Lake	B	10/25/2019	
23	1340690W	7/24/2020	WS251 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING	Lake	B	9/8/2020	
24	1345327W	9/14/2020	WS641 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING	Lake	B	10/21/2020	
25	1281980W	7/6/2018	WU553 UTILITIES, INC. OF FLORIDA	GI-28	IMPROPER DISCONNECT	Lake	S	8/10/2018	
26	1287513W	9/10/2018	WU553 UTILITIES, INC. OF FLORIDA	GI-28	IMPROPER DISCONNECT	Lake	S	10/15/2018	
27	1320273W	9/3/2019	WS641 UTILITIES, INC. OF FLORIDA	GI-28	IMPROPER DISCONNECT	Lake	S	10/14/2019	
28	1293442W	11/27/2018	WU553 UTILITIES, INC. OF FLORIDA	GI-30	QUALITY OF SERVICE	Lake	S	12/20/2018	
29	1310588W	6/17/2019	WS641 UTILITIES, INC. OF FLORIDA	NJ-02	CITY OR COUNTY UTILITY/E&G	Lake	S	6/19/2019	

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1	Case Number	Entry Date	Company Code/Utility	Close-Out Code	Close-Out Code Description	County	Service (S) Billing (B)	Close Date	Sent to DEP
30	1262545W	11/22/2017	WS641 UTILITIES, INC. OF FLORIDA	WB-05	METER NOT RECORDING WITHIN STANDARDS	Lake	B	4/27/2018	
31	1299596W	2/11/2019	WU553 UTILITIES, INC. OF FLORIDA	WB-12	DEPOSIT NOT REFUNDED	Lake	B	3/28/2019	
32	1251491W	8/28/2017	WS641 UTILITIES, INC. OF FLORIDA	WB-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	Lake	B	10/10/2017	
33	1267956W	1/18/2018	WS641 UTILITIES, INC. OF FLORIDA	WS-50	FAILURE TO PROVIDE RES TO CUST IN 15 WD 25-22.032(6)B	Lake	S	3/1/2018	
34	1347807W	9/21/2020	WS641 Utilities, Inc. of Florida			Lake	B		
35	1263532W	12/4/2017	SU749 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Lee	B	1/9/2018	
36	1263539W	12/4/2017	SU749 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Lee	B	1/9/2018	
37	1310905W	6/19/2019	SU749 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Lee	B	7/25/2019	
38	1289649W	10/4/2018	SU749 UTILITIES, INC. OF FLORIDA	NJ-02	CITY OR COUNTY UTILITY/E&G	Lee	B	10/22/2018	
39	1215086W	6/20/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-05	HIGH BILL	Orange	B	8/19/2016	
40	1229823W	12/5/2016	WU413 UTILITIES, INC. OF FLORIDA	GI-16	WATER QUALITY/PRESSURE	Orange	S	1/11/2017	Yes
41	1341199W	8/4/2020	WS251 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	Orange	S	9/16/2020	Yes
42	1229790W	12/5/2016	WU413 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Orange	B	1/11/2017	
43	1270615W	2/13/2018	WU413 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Orange	B	3/21/2018	
44	1271802W	2/26/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Orange	B	7/2/2018	
45	1329240W	12/17/2019	WU413 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING	Orange	B	1/21/2020	
46	1334706W	3/18/2020	WS251 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING	Orange	B	6/8/2020	
47	1340544W	7/22/2020	WS251 Utilities, Inc. of Florida	GI-30	QUALITY OF SERVICE	Orange	S	8/27/2020	
48	1277430W	5/7/2018	WU372 UTILITIES, INC. OF FLORIDA	GI-05	HIGH BILL	Pasco	B	6/18/2018	
49	1344929W	9/10/2020	WU413 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	Pasco	S	10/26/2020	Yes
50	1230354W	12/8/2016	WU372 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Pasco	B	1/23/2017	
51	1258428W	10/18/2017	WU372 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Pasco	B	4/18/2018	
52	1260517W	11/6/2017	WU372 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Pasco	B	12/13/2017	
53	1260632W	11/6/2017	WU372 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Pasco	B	1/25/2018	
54	1342837W	8/25/2020	WU372 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING	Pasco	S	10/6/2020	
55	1216237W	7/6/2016	WU372 UTILITIES, INC. OF FLORIDA	GI-28	IMPROPER DISCONNECT	Pasco	S	8/16/2016	

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56	1312708W	7/10/2019	WU372 UTILITIES, INC. OF FLORIDA	GI-28	IMPROPER DISCONNECT	Pasco	S	8/15/2019	
57	1250102W	8/11/2017	WU628 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Pinellas	B	9/15/2017	
58	1265710W	12/22/2017	WU628 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Pinellas	B	1/3/2018	
59	1323563W	10/11/2019	WU628 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING	Pinellas	B	12/23/2019	
60	1281921W	7/5/2018	SU291 UTILITIES, INC. OF FLORIDA	NJ-02	CITY OR COUNTY UTILITY/E&G	Pinellas	S	7/6/2018	
61	1210827W	4/22/2016	WU628 UTILITIES, INC. OF FLORIDA	NJ-06	CITY/COUNTY W&S	Pinellas	B	5/3/2016	
62	1210968W	4/25/2016	SU959 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Sarasota	B	6/10/2016	
63	1215720W	6/28/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-05	HIGH BILL	Seminole	B	8/3/2016	
64	1280614W	6/19/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-05	HIGH BILL	Seminole	B	8/17/2018	
65	1288136W	9/17/2018	WU372 UTILITIES, INC. OF FLORIDA	GI-05	HIGH BILL	Seminole	B	11/14/2018	
66	1338063W	6/1/2020	WS251 Utilities, Inc. of Florida	GI-05	HIGH BILL	Seminole	B	7/22/2020	
67	1314932W	8/1/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-08	RULES & TARIFFS	Seminole	B	8/1/2019	
68	1241176W	4/17/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-11	REPAIR SERVICE	Seminole	S	5/22/2017	
69	1260185W	11/1/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-11	REPAIR SERVICE	Seminole	S	12/6/2017	
70	1260590W	11/6/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-11	REPAIR SERVICE	Seminole	S	2/6/2018	
71	1265041W	12/15/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-11	REPAIR SERVICE	Seminole	S	2/5/2018	
72	1282446W	7/11/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-11	REPAIR SERVICE	Seminole	S	8/23/2018	
73	1311981W	7/1/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-11	REPAIR SERVICE	Seminole	S	8/8/2019	
74	1211349W	4/29/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-15	OUTAGES	Seminole	S	6/30/2016	
75	1211862W	5/6/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-15	OUTAGES	Seminole	S	6/10/2016	
76	1255060W	9/20/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-15	OUTAGES	Seminole	S	10/26/2017	
77	1272242W	3/2/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-15	OUTAGES	Seminole	S	4/6/2018	
78	1280589W	6/19/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-16	WATER QUALITY/PRESSURE	Seminole	S	7/24/2018	Yes
79	1281970W	7/6/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-16	WATER QUALITY/PRESSURE	Seminole	S	8/23/2018	Yes
80	1284312W	8/2/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-16	WATER QUALITY/PRESSURE	Seminole	S	9/6/2018	Yes
81	1310554W	6/14/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-16	WATER QUALITY/PRESSURE	Seminole	S	7/19/2019	Yes
82	1340225W	7/15/2020	WS251 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	Seminole	S	8/19/2020	Yes
83	1206552W	2/29/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	4/12/2016	
84	1206631W	2/29/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	4/12/2016	



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85	1212020W	5/9/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	6/21/2016	
86	1215097W	6/21/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	7/28/2016	
87	1222817W	9/19/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	10/28/2016	
88	1223357W	9/23/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	11/3/2016	
89	1234731W	1/30/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	3/8/2017	
90	1239748W	3/27/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	5/1/2017	
91	1257534W	10/11/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	11/15/2017	
92	1258413W	10/18/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	11/28/2017	
93	1258459W	10/18/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	11/28/2017	
94	1258990W	10/23/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	11/28/2017	
95	1260006W	10/31/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	12/15/2017	
96	1261309W	11/9/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	12/15/2017	
97	1261314W	11/9/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	12/15/2017	
98	1261317W	11/9/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	12/14/2017	
99	1261816W	11/15/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	12/20/2017	
100	1261826W	11/15/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	12/22/2017	
101	1263816W	12/5/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	1/12/2018	
102	1266360W	1/2/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	2/8/2018	
103	1266775W	1/5/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	2/20/2018	
104	1267031W	1/8/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	4/27/2018	
105	1267093W	1/9/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	2/15/2018	
106	1270074W	2/8/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	4/20/2018	
107	1270528W	2/13/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	3/29/2018	
108	1270763W	2/15/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	3/23/2018	
109	1270920W	2/16/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	3/26/2018	
110	1271101W	2/19/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	3/26/2018	
111	1272193W	3/1/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	4/16/2018	
112	1272591W	3/6/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	4/10/2018	
113	1272959W	3/12/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	4/16/2018	

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114	1273669W	3/19/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	4/23/2018	
115	1274075W	3/23/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	4/27/2018	
116	1278918W	5/29/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	7/17/2018	
117	1280896W	6/21/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	7/31/2018	
118	1284691W	8/7/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	9/18/2018	
119	1285907W	8/21/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	9/27/2018	
120	1294301W	12/5/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	1/9/2019	
121	1305405W	4/4/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	5/14/2019	
122	1305477W	4/5/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	5/13/2019	
123	1306229W	4/17/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	5/23/2019	
124	1306669W	4/23/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	5/30/2019	
125	1307460W	5/6/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	6/10/2019	
126	1307989W	5/13/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	6/17/2019	
127	1308893W	5/23/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	6/27/2019	
128	1308926W	5/23/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	6/28/2019	
129	1309465W	5/31/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	7/5/2019	
130	1309730W	6/4/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	7/9/2019	
131	1309904W	6/6/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	7/11/2019	
132	1310022W	6/7/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	7/12/2019	
133	1310618W	6/17/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	7/30/2019	
134	1310918W	6/19/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	7/30/2019	
135	1311201W	6/21/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	7/26/2019	
136	1312031W	7/2/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	8/9/2019	
137	1312143W	7/2/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	8/15/2019	
138	1313428W	7/18/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	8/23/2019	
139	1313640W	7/19/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	8/23/2019	
140	1314186W	7/25/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	8/29/2019	
141	1314188W	7/25/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	8/29/2019	
142	1314327W	7/26/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	9/16/2019	

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143	1314662W	7/30/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	9/16/2019	
144	1314787W	7/30/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	9/16/2019	
145	1316771W	8/8/2019	WS251 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING	Seminole	B	9/16/2019	
146	1319104W	8/19/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	9/24/2019	
147	1320637W	9/6/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	10/11/2019	
148	1321592W	9/18/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	10/25/2019	
149	1327704W	11/22/2019	WS251 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING	Seminole	B	12/30/2019	
150	1331812W	1/30/2020	WS251 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING	Seminole	B	3/20/2020	
151	1333509W	2/28/2020	WS251 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING	Seminole	B	5/18/2020	
152	1344758W	9/10/2020	WU413 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING	Seminole	B	10/16/2020	
153	1212922W	5/19/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-28	IMPROPER DISCONNECT	Seminole	S	6/27/2016	
154	1226453W	10/28/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-28	IMPROPER DISCONNECT	Seminole	S	5/1/2017	
155	1271615W	2/23/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-28	IMPROPER DISCONNECT	Seminole	S	4/11/2018	
156	1286274W	8/27/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-28	IMPROPER DISCONNECT	Seminole	S	10/1/2018	
157	1289631W	10/3/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-28	IMPROPER DISCONNECT	Seminole	S	11/7/2018	
158	1231199W	12/19/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-30	QUALITY OF SERVICE	Seminole	S	1/30/2017	
159	1242437W	5/4/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-30	QUALITY OF SERVICE	Seminole	S	6/9/2017	
160	1244834W	6/9/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-30	QUALITY OF SERVICE	Seminole	S	7/17/2017	
161	1256998W	10/9/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-30	QUALITY OF SERVICE	Seminole	S	11/13/2017	
162	1263028W	11/28/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-30	QUALITY OF SERVICE	Seminole	S	1/17/2018	
163	1270692W	2/14/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-30	QUALITY OF SERVICE	Seminole	S	3/21/2018	
164	1271003W	2/16/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-30	QUALITY OF SERVICE	Seminole	S	3/23/2018	
165	1271287W	2/21/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-30	QUALITY OF SERVICE	Seminole	S	3/28/2018	
166	1273002W	3/12/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-30	QUALITY OF SERVICE	Seminole	S	4/16/2018	
167	1279594W	6/6/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-30	QUALITY OF SERVICE	Seminole	S	7/31/2018	
168	1281678W	7/2/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-30	QUALITY OF SERVICE	Seminole	S	8/9/2018	
169	1307183W	4/30/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-30	QUALITY OF SERVICE	Seminole	S	6/14/2019	
170	1323587W	10/11/2019	WU413 Utilities, Inc. of Florida	GI-30	QUALITY OF SERVICE	Seminole	S	11/15/2019	
171	1338002W	5/29/2020	WS251 Utilities, Inc. of Florida	GI-30	QUALITY OF SERVICE	Seminole	S	7/23/2020	

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172	1205948W	2/19/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-32	PROCESS REVIEW CASE	Seminole	B	7/19/2016	
173	1213380W	5/26/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-32	PROCESS REVIEW CASE	Seminole	B	7/15/2016	
174	1216667W	7/12/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-32	PROCESS REVIEW CASE	Seminole	B	9/13/2016	
175	1225887W	10/21/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-34	SEWER SERVICE QUALITY	Seminole	S	11/30/2016	
176	1231205W	12/19/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-34	SEWER SERVICE QUALITY	Seminole	S	1/30/2017	
177	1245161W	6/15/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-34	SEWER SERVICE QUALITY	Seminole	S	7/27/2017	
178	1224960W	10/12/2016	WS251 UTILITIES, INC. OF FLORIDA	NJ-99	OTHER	Seminole	S	11/17/2016	
179	1333918W	3/4/2020	WS251 Utilities, Inc. of Florida	PR-03	DEPOSITS	Seminole	S	4/14/2020	
180	1270637W	2/13/2018	WS251 UTILITIES, INC. OF FLORIDA	WB-01	IMPROPER RATES APPLIED	Seminole	B	4/3/2018	
181	1278733W	5/24/2018	WS251 UTILITIES, INC. OF FLORIDA	WB-04	INACCURATE METER READINGS	Seminole	B	6/14/2018	
182	1311986W	7/1/2019	WS251 UTILITIES, INC. OF FLORIDA	WB-04	INACCURATE METER READINGS	Seminole	B	10/15/2019	
183	1313037W	7/15/2019	WS251 UTILITIES, INC. OF FLORIDA	WB-04	INACCURATE METER READINGS	Seminole	B	10/2/2019	
184	1263849W	12/5/2017	WS251 UTILITIES, INC. OF FLORIDA	WB-05	METER NOT RECORDING WITHIN STANDARDS	Seminole	B	1/12/2018	
185	1275060W	4/6/2018	WS251 UTILITIES, INC. OF FLORIDA	WB-05	METER NOT RECORDING WITHIN STANDARDS	Seminole	B	5/31/2018	
186	1278734W	5/24/2018	WS251 UTILITIES, INC. OF FLORIDA	WB-05	METER NOT RECORDING WITHIN STANDARDS	Seminole	B	6/28/2018	
187	1280491W	6/18/2018	WS251 UTILITIES, INC. OF FLORIDA	WB-05	METER NOT RECORDING WITHIN STANDARDS	Seminole	B	7/31/2018	
188	1330872W	1/14/2020	WS251 Utilities, Inc. of Florida	WB-12	DEPOSIT NOT REFUNDED	Seminole	B	1/15/2020	
189	1270964W	2/16/2018	WS251 Utilities, Inc. of Florida	WB-16	BILLS NOT MARKED ESTIMATED	Seminole	B	3/21/2019	
190	1252366W	9/7/2017	WU628 UTILITIES, INC. OF FLORIDA	WB-27	CUSTOMER NOT RESPONSIBLE FOR BILLING	Seminole	B	10/26/2017	
191	1270695W	2/14/2018	WS251 UTILITIES, INC. OF FLORIDA	WB-27	CUSTOMER NOT RESPONSIBLE FOR BILLING	Seminole	B	3/23/2018	
192	1196510W	11/2/2015	WS251 UTILITIES, INC. OF FLORIDA	WB-50	FAILURE TO PROVIDE RES TO CUST IN 15 WD 25-22.032(6)B	Seminole	B	2/16/2016	

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193	1228754W	11/22/2016	WS251 UTILITIES, INC. OF FLORIDA	WS-17	FACILITIES NOT PROPERLY MAINTAINED/	Seminole	S	12/30/2016	
194	1274586W	3/30/2018	WS251 UTILITIES, INC. OF FLORIDA	WS-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	Seminole	S	5/15/2018	Yes
195	1310586W	6/17/2019	WS251 Utilities, Inc. of Florida			Seminole	B		

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2	1209070W	3/31/2016	WS641 UTILITIES, INC. OF FLORIDA	GI-05	HIGH BILL	Lake	B	6/30/2016	
3	1222036W	9/8/2016	WS641 UTILITIES, INC. OF FLORIDA	GI-05	HIGH BILL	Lake	B	10/14/2016	
4	1325250W	10/30/2019	WU553 Utilities, Inc. of Florida	GI-05	HIGH BILL	Lake	B	2/25/2020	
5	1215086W	6/20/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-05	HIGH BILL	Orange	B	8/19/2016	
6	1277430W	5/7/2018	WU372 UTILITIES, INC. OF FLORIDA	GI-05	HIGH BILL	Pasco	B	6/18/2018	
7	1215720W	6/28/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-05	HIGH BILL	Seminole	B	8/3/2016	
8	1280614W	6/19/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-05	HIGH BILL	Seminole	B	8/17/2018	
9	1288136W	9/17/2018	WU372 UTILITIES, INC. OF FLORIDA	GI-05	HIGH BILL	Seminole	B	11/14/2018	
10	1338063W	6/1/2020	WS251 Utilities, Inc. of Florida	GI-05	HIGH BILL	Seminole	B	7/22/2020	
11	1314932W	8/1/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-08	RULES & TARIFFS	Seminole	B	8/1/2019	
12	1241176W	4/17/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-11	REPAIR SERVICE	Seminole	S	5/22/2017	
13	1260185W	11/1/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-11	REPAIR SERVICE	Seminole	S	12/6/2017	
14	1260590W	11/6/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-11	REPAIR SERVICE	Seminole	S	2/6/2018	
15	1265041W	12/15/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-11	REPAIR SERVICE	Seminole	S	2/5/2018	
16	1282446W	7/11/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-11	REPAIR SERVICE	Seminole	S	8/23/2018	
17	1311981W	7/1/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-11	REPAIR SERVICE	Seminole	S	8/8/2019	
18	1211349W	4/29/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-15	OUTAGES	Seminole	S	6/30/2016	
19	1211862W	5/6/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-15	OUTAGES	Seminole	S	6/10/2016	
20	1255060W	9/20/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-15	OUTAGES	Seminole	S	10/26/2017	
21	1272242W	3/2/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-15	OUTAGES	Seminole	S	4/6/2018	
22	1280812W	6/21/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-16	WATER QUALITY/PRESSURE	Lake	S	7/27/2018	Yes
23	1331413W	1/23/2020	WS641 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	Lake	S	3/6/2020	Yes
24	1331366W	1/23/2020	WS641 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	Lake	S	2/27/2020	Yes
25	1331392W	1/23/2020	WS641 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	Lake	S	3/6/2020	Yes
26	1331446W	1/24/2020	WS641 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	Lake	S	2/28/2020	Yes
27	1346597W	9/17/2020	WU553 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	Lake	S	10/22/2020	Yes
28	1229823W	12/5/2016	WU413 UTILITIES, INC. OF FLORIDA	GI-16	WATER QUALITY/PRESSURE	Orange	S	1/11/2017	Yes
29	1341199W	8/4/2020	WS251 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	Orange	S	9/16/2020	Yes
30	1344929W	9/10/2020	WU413 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	Pasco	S	10/26/2020	Yes

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31	1280589W	6/19/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-16	WATER QUALITY/PRESSURE	Seminole	S	7/24/2018	Yes
32	1281970W	7/6/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-16	WATER QUALITY/PRESSURE	Seminole	S	8/23/2018	Yes
33	1284312W	8/2/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-16	WATER QUALITY/PRESSURE	Seminole	S	9/6/2018	Yes
34	1310554W	6/14/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-16	WATER QUALITY/PRESSURE	Seminole	S	7/19/2019	Yes
35	1340225W	7/15/2020	WS251 Utilities, Inc. of Florida	GI-16	WATER QUALITY/PRESSURE	Seminole	S	8/19/2020	Yes
36	1230946W	12/15/2016	SU959 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Charlotte	B	5/3/2017	
37	1334773W	3/19/2020	WS709 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING	Highlands	B	6/9/2020	
38	1208976W	3/30/2016	WU553 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Lake	B	4/27/2016	
39	1259881W	10/30/2017	WS641 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Lake	B	12/4/2017	
40	1264382W	12/8/2017	WU553 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Lake	B	3/8/2018	
41	1281671W	7/2/2018	WS641 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Lake	B	8/8/2018	
42	1286875W	8/31/2018	WU553 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Lake	B	10/23/2018	
43	1287621W	9/11/2018	WU553 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Lake	B	10/23/2018	
44	1288708W	9/24/2018	WU553 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Lake	B	11/30/2018	
45	1295945W	12/27/2018	WU553 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Lake	B	1/31/2019	
46	1297813W	1/18/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Lake	B	2/27/2019	
47	1320969W	9/11/2019	WU553 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING	Lake	B	10/25/2019	
48	1340690W	7/24/2020	WS251 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING	Lake	B	9/8/2020	
49	1345327W	9/14/2020	WS641 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING	Lake	B	10/21/2020	
50	1263532W	12/4/2017	SU749 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Lee	B	1/9/2018	
51	1263539W	12/4/2017	SU749 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Lee	B	1/9/2018	
52	1310905W	6/19/2019	SU749 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Lee	B	7/25/2019	
53	1229790W	12/5/2016	WU413 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Orange	B	1/11/2017	
54	1270615W	2/13/2018	WU413 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Orange	B	3/21/2018	
55	1271802W	2/26/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Orange	B	7/2/2018	
56	1329240W	12/17/2019	WU413 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING	Orange	B	1/21/2020	
57	1334706W	3/18/2020	WS251 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING	Orange	B	6/8/2020	
58	1230354W	12/8/2016	WU372 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Pasco	B	1/23/2017	
59	1258428W	10/18/2017	WU372 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Pasco	B	4/18/2018	

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60	1260517W	11/6/2017	WU372 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Pasco	B	12/13/2017	
61	1260632W	11/6/2017	WU372 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Pasco	B	1/25/2018	
62	1342837W	8/25/2020	WU372 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING	Pasco	S	10/6/2020	
63	1250102W	8/11/2017	WU628 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Pinellas	B	9/15/2017	
64	1265710W	12/22/2017	WU628 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Pinellas	B	1/3/2018	
65	1323563W	10/11/2019	WU628 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING	Pinellas	B	12/23/2019	
66	1210968W	4/25/2016	SU959 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Sarasota	B	6/10/2016	
67	1206552W	2/29/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	4/12/2016	
68	1206631W	2/29/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	4/12/2016	
69	1212020W	5/9/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	6/21/2016	
70	1215097W	6/21/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	7/28/2016	
71	1222817W	9/19/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	10/28/2016	
72	1223357W	9/23/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	11/3/2016	
73	1234731W	1/30/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	3/8/2017	
74	1239748W	3/27/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	5/1/2017	
75	1257534W	10/11/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	11/15/2017	
76	1258413W	10/18/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	11/28/2017	
77	1258459W	10/18/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	11/28/2017	
78	1258990W	10/23/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	11/28/2017	
79	1260006W	10/31/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	12/15/2017	
80	1261309W	11/9/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	12/15/2017	
81	1261314W	11/9/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	12/15/2017	
82	1261317W	11/9/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	12/14/2017	
83	1261816W	11/15/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	12/20/2017	
84	1261826W	11/15/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	12/22/2017	
85	1263816W	12/5/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	1/12/2018	
86	1266360W	1/2/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	2/8/2018	
87	1266775W	1/5/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	2/20/2018	
88	1267031W	1/8/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	4/27/2018	



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1	Case Number	Entry Date	Company Code/Utility	Close-Out Code	Close-Out Code Description	County	Service (S) Billing (B)	Close Date	Sent to DEP
89	1267093W	1/9/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	2/15/2018	
90	1270074W	2/8/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	4/20/2018	
91	1270528W	2/13/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	3/29/2018	
92	1270763W	2/15/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	3/23/2018	
93	1270920W	2/16/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	3/26/2018	
94	1271101W	2/19/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	3/26/2018	
95	1272193W	3/1/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	4/16/2018	
96	1272591W	3/6/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	4/10/2018	
97	1272959W	3/12/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	4/16/2018	
98	1273669W	3/19/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	4/23/2018	
99	1274075W	3/23/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	4/27/2018	
100	1278918W	5/29/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	7/17/2018	
101	1280896W	6/21/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	7/31/2018	
102	1284691W	8/7/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	9/18/2018	
103	1285907W	8/21/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	9/27/2018	
104	1294301W	12/5/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	1/9/2019	
105	1305405W	4/4/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	5/14/2019	
106	1305477W	4/5/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	5/13/2019	
107	1306229W	4/17/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	5/23/2019	
108	1306669W	4/23/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	5/30/2019	
109	1307460W	5/6/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	6/10/2019	
110	1307989W	5/13/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	6/17/2019	
111	1308893W	5/23/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	6/27/2019	
112	1308926W	5/23/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	6/28/2019	
113	1309465W	5/31/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	7/5/2019	
114	1309730W	6/4/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	7/9/2019	
115	1309904W	6/6/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	7/11/2019	
116	1310022W	6/7/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	7/12/2019	
117	1310618W	6/17/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	7/30/2019	

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118	1310918W	6/19/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	7/30/2019	
119	1311201W	6/21/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	7/26/2019	
120	1312031W	7/2/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	8/9/2019	
121	1312143W	7/2/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	8/15/2019	
122	1313428W	7/18/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	8/23/2019	
123	1313640W	7/19/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	8/23/2019	
124	1314186W	7/25/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	8/29/2019	
125	1314188W	7/25/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	8/29/2019	
126	1314327W	7/26/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	9/16/2019	
127	1314662W	7/30/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	9/16/2019	
128	1314787W	7/30/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	9/16/2019	
129	1316771W	8/8/2019	WS251 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING	Seminole	B	9/16/2019	
130	1319104W	8/19/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	9/24/2019	
131	1320637W	9/6/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	10/11/2019	
132	1321592W	9/18/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-25	IMPROPER BILLING	Seminole	B	10/25/2019	
133	1327704W	11/22/2019	WS251 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING	Seminole	B	12/30/2019	
134	1331812W	1/30/2020	WS251 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING	Seminole	B	3/20/2020	
135	1333509W	2/28/2020	WS251 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING	Seminole	B	5/18/2020	
136	1344758W	9/10/2020	WU413 Utilities, Inc. of Florida	GI-25	IMPROPER BILLING	Seminole	B	10/16/2020	
137	1281980W	7/6/2018	WU553 UTILITIES, INC. OF FLORIDA	GI-28	IMPROPER DISCONNECT	Lake	S	8/10/2018	
138	1287513W	9/10/2018	WU553 UTILITIES, INC. OF FLORIDA	GI-28	IMPROPER DISCONNECT	Lake	S	10/15/2018	
139	1320273W	9/3/2019	WS641 UTILITIES, INC. OF FLORIDA	GI-28	IMPROPER DISCONNECT	Lake	S	10/14/2019	
140	1216237W	7/6/2016	WU372 UTILITIES, INC. OF FLORIDA	GI-28	IMPROPER DISCONNECT	Pasco	S	8/16/2016	
141	1312708W	7/10/2019	WU372 UTILITIES, INC. OF FLORIDA	GI-28	IMPROPER DISCONNECT	Pasco	S	8/15/2019	
142	1212922W	5/19/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-28	IMPROPER DISCONNECT	Seminole	S	6/27/2016	
143	1226453W	10/28/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-28	IMPROPER DISCONNECT	Seminole	S	5/1/2017	
144	1271615W	2/23/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-28	IMPROPER DISCONNECT	Seminole	S	4/11/2018	
145	1286274W	8/27/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-28	IMPROPER DISCONNECT	Seminole	S	10/1/2018	
146	1289631W	10/3/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-28	IMPROPER DISCONNECT	Seminole	S	11/7/2018	

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147	1293442W	11/27/2018	WU553 UTILITIES, INC. OF FLORIDA	GI-30	QUALITY OF SERVICE	Lake	S	12/20/2018	
148	1340544W	7/22/2020	WS251 Utilities, Inc. of Florida	GI-30	QUALITY OF SERVICE	Orange	S	8/27/2020	
149	1231199W	12/19/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-30	QUALITY OF SERVICE	Seminole	S	1/30/2017	
150	1242437W	5/4/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-30	QUALITY OF SERVICE	Seminole	S	6/9/2017	
151	1244834W	6/9/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-30	QUALITY OF SERVICE	Seminole	S	7/17/2017	
152	1256998W	10/9/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-30	QUALITY OF SERVICE	Seminole	S	11/13/2017	
153	1263028W	11/28/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-30	QUALITY OF SERVICE	Seminole	S	1/17/2018	
154	1270692W	2/14/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-30	QUALITY OF SERVICE	Seminole	S	3/21/2018	
155	1271003W	2/16/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-30	QUALITY OF SERVICE	Seminole	S	3/23/2018	
156	1271287W	2/21/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-30	QUALITY OF SERVICE	Seminole	S	3/28/2018	
157	1273002W	3/12/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-30	QUALITY OF SERVICE	Seminole	S	4/16/2018	
158	1279594W	6/6/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-30	QUALITY OF SERVICE	Seminole	S	7/31/2018	
159	1281678W	7/2/2018	WS251 UTILITIES, INC. OF FLORIDA	GI-30	QUALITY OF SERVICE	Seminole	S	8/9/2018	
160	1307183W	4/30/2019	WS251 UTILITIES, INC. OF FLORIDA	GI-30	QUALITY OF SERVICE	Seminole	S	6/14/2019	
161	1323587W	10/11/2019	WU413 Utilities, Inc. of Florida	GI-30	QUALITY OF SERVICE	Seminole	S	11/15/2019	
162	1338002W	5/29/2020	WS251 Utilities, Inc. of Florida	GI-30	QUALITY OF SERVICE	Seminole	S	7/23/2020	
163	1205948W	2/19/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-32	PROCESS REVIEW CASE	Seminole	B	7/19/2016	
164	1213380W	5/26/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-32	PROCESS REVIEW CASE	Seminole	B	7/15/2016	
165	1216667W	7/12/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-32	PROCESS REVIEW CASE	Seminole	B	9/13/2016	
166	1225887W	10/21/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-34	SEWER SERVICE QUALITY	Seminole	S	11/30/2016	
167	1231205W	12/19/2016	WS251 UTILITIES, INC. OF FLORIDA	GI-34	SEWER SERVICE QUALITY	Seminole	S	1/30/2017	
168	1245161W	6/15/2017	WS251 UTILITIES, INC. OF FLORIDA	GI-34	SEWER SERVICE QUALITY	Seminole	S	7/27/2017	
169	1310588W	6/17/2019	WS641 UTILITIES, INC. OF FLORIDA	NJ-02	CITY OR COUNTY UTILITY/E&G	Lake	S	6/19/2019	
170	1289649W	10/4/2018	SU749 UTILITIES, INC. OF FLORIDA	NJ-02	CITY OR COUNTY UTILITY/E&G	Lee	B	10/22/2018	
171	1281921W	7/5/2018	SU291 UTILITIES, INC. OF FLORIDA	NJ-02	CITY OR COUNTY UTILITY/E&G	Pinellas	S	7/6/2018	
172	1210827W	4/22/2016	WU628 UTILITIES, INC. OF FLORIDA	NJ-06	CITY/COUNTY W&S	Pinellas	B	5/3/2016	
173	1224960W	10/12/2016	WS251 UTILITIES, INC. OF FLORIDA	NJ-99	OTHER	Seminole	S	11/17/2016	
174	1333918W	3/4/2020	WS251 Utilities, Inc. of Florida	PR-03	DEPOSITS	Seminole	S	4/14/2020	
175	1270637W	2/13/2018	WS251 UTILITIES, INC. OF FLORIDA	WB-01	IMPROPER RATES APPLIED	Seminole	B	4/3/2018	

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176	1278733W	5/24/2018	WS251 UTILITIES, INC. OF FLORIDA	WB-04	INACCURATE METER READINGS	Seminole	B	6/14/2018	
177	1311986W	7/1/2019	WS251 UTILITIES, INC. OF FLORIDA	WB-04	INACCURATE METER READINGS	Seminole	B	10/15/2019	
178	1313037W	7/15/2019	WS251 UTILITIES, INC. OF FLORIDA	WB-04	INACCURATE METER READINGS	Seminole	B	10/2/2019	
179	1262545W	11/22/2017	WS641 UTILITIES, INC. OF FLORIDA	WB-05	METER NOT RECORDING WITHIN STANDARDS	Lake	B	4/27/2018	
180	1263849W	12/5/2017	WS251 UTILITIES, INC. OF FLORIDA	WB-05	METER NOT RECORDING WITHIN STANDARDS	Seminole	B	1/12/2018	
181	1275060W	4/6/2018	WS251 UTILITIES, INC. OF FLORIDA	WB-05	METER NOT RECORDING WITHIN STANDARDS	Seminole	B	5/31/2018	
182	1278734W	5/24/2018	WS251 UTILITIES, INC. OF FLORIDA	WB-05	METER NOT RECORDING WITHIN STANDARDS	Seminole	B	6/28/2018	
183	1280491W	6/18/2018	WS251 UTILITIES, INC. OF FLORIDA	WB-05	METER NOT RECORDING WITHIN STANDARDS	Seminole	B	7/31/2018	
184	1299596W	2/11/2019	WU553 UTILITIES, INC. OF FLORIDA	WB-12	DEPOSIT NOT REFUNDED	Lake	B	3/28/2019	
185	1330872W	1/14/2020	WS251 Utilities, Inc. of Florida	WB-12	DEPOSIT NOT REFUNDED	Seminole	B	1/15/2020	
186	1270964W	2/16/2018	WS251 Utilities, Inc. of Florida	WB-16	BILLS NOT MARKED ESTIMATED	Seminole	B	3/21/2019	
187	1252366W	9/7/2017	WU628 UTILITIES, INC. OF FLORIDA	WB-27	CUSTOMER NOT RESPONSIBLE FOR BILLING	Seminole	B	10/26/2017	
188	1270695W	2/14/2018	WS251 UTILITIES, INC. OF FLORIDA	WB-27	CUSTOMER NOT RESPONSIBLE FOR BILLING	Seminole	B	3/23/2018	
189	1251491W	8/28/2017	WS641 UTILITIES, INC. OF FLORIDA	WB-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	Lake	B	10/10/2017	
190	1196510W	11/2/2015	WS251 UTILITIES, INC. OF FLORIDA	WB-50	FAILURE TO PROVIDE RES TO CUST IN 15 WD 25-22.032(6)B	Seminole	B	2/16/2016	
191	1228754W	11/22/2016	WS251 UTILITIES, INC. OF FLORIDA	WS-17	FACILITIES NOT PROPERLY MAINTAINED/	Seminole	S	12/30/2016	
192	1274586W	3/30/2018	WS251 UTILITIES, INC. OF FLORIDA	WS-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	Seminole	S	5/15/2018	Yes

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1	Case Number	Entry Date	Company Code/Utility	Close-Out Code	Close-Out Code Description	County	Service (S) Billing (B)	Close Date	Sent to DEP
193	1267956W	1/18/2018	WS641 UTILITIES, INC. OF FLORIDA	WS-50	FAILURE TO PROVIDE RES TO CUST IN 15 WD 25-22.032(6)B	Lake	S	3/1/2018	
194	1347807W	9/21/2020	WS641 Utilities, Inc. of Florida			Lake	B		
195	1310586W	6/17/2019	WS251 Utilities, Inc. of Florida			Seminole	B		

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 Utilities, Inc. of Florida.

DOCKET NO. 20200139-WS

DATED: November 20, 2020

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that the testimony of Rhonda L. Hicks 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 20<sup>th</sup> day of November, 2020.

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