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STATE OF FLORIDA



DIVISION OF ENGINEERING  
TOM BALLINGER  
DIRECTOR  
(850) 413-6910

# Public Service Commission

December 19, 2025

Mr. Matthew Knoll, Deputy Director  
Water Resource Management  
Florida Department of Environmental Protection  
2600 Blair Stone Road, M.S. 3511  
Tallahassee, Florida 32399  
[Matthew.Knoll@dep.state.fl.us](mailto:Matthew.Knoll@dep.state.fl.us)

VIA EMAIL

**Re: Docket No. 20250052-WS - Application for increase in water and wastewater rates in Brevard, Citrus, Duval, Highlands, Marion, and Volusia Counties by CSWR-Florida Utility Operating Company.**

Dear Mr. Knoll:

On May 30, 2025, CSWR-Florida Utility Operating Company (CSWR or Utility) filed a request for a rate increase with the Florida Public Service Commission (Commission). When fixing rates, the Commission shall consider the results of past tests required by the Department of Environmental Protection (DEP), which measure the Utility's compliance with the applicable secondary water quality standards, and complaints regarding the applicable secondary water quality standards filed by customers from the DEP, pursuant to Section 367.0812(1)(b) and (c), Florida Statutes (F.S.).

This proceeding is in the hearing posture; therefore, any information pertaining to the case for the Commission's consideration would need to be formally entered into the case record. In past cases, the DEP has put forth a witness and testimony in order to provide this information. Instead, for the instant docket, Commission staff is requesting the DEP provide information regarding CSWR's systems compliance and complaints in response to this letter. Commission staff anticipates the DEP's response to this letter, inclusive of any attachments, may be entered as an exhibit into the case record of Docket No. 20250052-WS for the Commission's consideration.

Mr. Matthew Knoll  
December 19, 2025  
Docket No. 20250052-WS

Based on the above, please provide the following complaint and compliance information based on DEP's records:

1. Please identify the number of complaints regarding secondary standards by type (color, odor, or other) for each of CSWR's systems contained within Attachment A for each year, for the years 2020 through 2025. For the category of "other," please provide the number of complaints that relate to quality of service, but do not fit into the categories of color or odor. Please identify the type of complaint for the "other" complaints identified for each system and a brief explanation of any abnormal or excessive instances.
2. In Attachment B, please indicate the current compliance status for each listed system. If the system is not in compliance, please provide any relevant information contributing to the Utility's compliance status, such as Warnings Letter or Consent Orders from 2020 to the present. For example, the Aquarina wastewater treatment facility was issued a Consent Order on February 13, 2025. Within Attachment B, please confirm the issuance of this Consent Order, if the issues were resolved, and if there are any other Consent Orders or Warnings for any of CSWR's systems. Additionally, please provide a copy of any Consent Orders or Warnings discussed in Attachment B.

Please provide an appropriate DEP employee affidavit certifying the accuracy of the contents of the response and a self-authenticating seal or affidavit in accordance with Section 90.902, F.S. (2019).

Please provide the requested information to Penelope Buys via email by **Thursday, February 19, 2026**. If you have any questions, please contact Penelope Buys at (850) 413-6518 or [pbuys@psc.state.fl.us](mailto:pbuys@psc.state.fl.us).

Sincerely,

*s/ Marissa Ramos*

Marissa Ramos  
Bureau Chief  
Division of Engineering

MR:pb:da

Attachments

cc: Office of the Commission Clerk (Docket No. 20250052-WS)

County	System	ID	Complaints by Year (2020-2025)					
			Color '20 '21 '22 '23 '24 '25			Odor '20 '21 '22 '23 '24 '25		
Brevard	Aquarina Utilities	3054060						
		FLA010352						
	TKCB (Sun Lake Estates)	FLA010353						
Citrus	Rolling Oaks	6090150						
		FLA011869						
Duval	Neighborhood Utilities (Timber Creek)	2164279						
Highlands	Sebring Ridge	FLA014349						
Marion	CFAT (Landfair Subdivision)	3424690						
	Sunshine (Ashley Heights S/D)	3424962						
	Sunshine (Bellevue Oaks Estates)	3424621						
	Sunshine (Country Walk)	3424657						
	Sunshine (Eleven Oaks Subdivision)	3424099						
	Sunshine (Emil Marr Subdivision)	3420340						
	Sunshine (Florida Heights S/D)	3424031						
	Sunshine (Floyd Clark Subdivision)	3420411						
	Sunshine (Fore Oaks Estates)	3424644						
	Sunshine (Hill Top at Lake Weir)	3424662						
	Sunshine (Lakeview Hills S/D)	3424687						
	Sunshine (Little Lake Weir Subdivision)	3420761						
	Sunshine (Oak Haven Quadruplexes)	3424106						
	Sunshine (Oak Hurst Subdivision)	3424032						
	Sunshine (Ocala Garden Apartments)	3421554						
	Sunshine (Ocala Heights S/D)	3424651						
	Sunshine (Ocklawaha Water Works (2 WTPs))	3420939						

	Sunshine (Sunlight Acres Subdivision)	3421520			
	Sunshine (Sun Ray Estates)	3421314			
	Sunshine (Oakcrest Villas/Sun Resorts)	3421201			
	Sunshine (Whispering Sands S/D)	3424009			
	Sunshine (Winding Waters)	3424691			
	Sunshine (Ponderosa Pines (2 WPS))	3424062			
	Sunshine (Quail Run Subdivision)	3424046			
	Sunshine (Sandy Acres)	3421118			
	Tradewinds Village	3424620			
		FLA010699			
<b>Volusia</b>	North Peninsula Utilities WWTF	FLA011188			
	Tymber Creek WWTF	FLA011193			

## Wastewater- Compliance Summary

<b>County</b>	<b>System</b>	<b>ID</b>	<b>Compliance status</b>	<b>Compliance Summary (2020-Present)</b>
<b>Brevard</b>	Aquarina Utilities	FLA010352		
	TKCB (Sun Lake Estates)	FLA010353		
<b>Citrus</b>	Rolling Oaks	FLA011869		
<b>Highlands</b>	Sebring Ridge	FLA014349		
<b>Marion</b>	CFAT (Landfair Subdivision)	FLA010722		
	Tradewinds Village	FLA010699		
<b>Volusia</b>	North Peninsula Utilities WWTF	FLA011188		
	Tymber Creek WWTF	FLA011193		

## Water- Compliance Summary

<b>County</b>	<b>System</b>	<b>ID</b>	<b>Compliance status</b>	<b>Compliance Summary (2020-Present)</b>
<b>Brevard</b>	Aquarina Utilities	3054060		
<b>Citrus</b>	Rolling Oaks	6090150		
<b>Duval</b>	Neighborhood Utilities (Timber Creek)	2164279		
<b>Marion</b>	CFAT (Landfair Subdivision)	3424690		
	Sunshine (Ashley Heights S/D)	3424962		
	Sunshine (Bellevue Oaks Estates)	3424621		
	Sunshine (Country Walk)	3424657		
	Sunshine (Eleven Oaks Subdivision)	3424099		
	Sunshine (Emil Marr Subdivision)	3420340		
	Sunshine (Florida Heights S/D)	3424031		
	Sunshine (Floyd Clark Subdivision)	3420411		
	Sunshine (Fore Oaks Estates)	3424644		
	Sunshine (Hill Top at Lake Weir)	3424662		
	Sunshine (Lakeview Hills S/D)	3424687		
	Sunshine (Little Lake Weir Subdivision)	3420761		
	Sunshine (Oak Haven Quadruplexes)	3424106		

Sunshine (Oak Hurst Subdivision)	3424032		
Sunshine (Ocala Garden Apartments)	3421554		
Sunshine (Ocala Heights S/D)	3424651		
Sunshine (Ocklawaha Water Works (2 WTPs))	3420939		
Sunshine (Sunlight Acres Subdivision)	3421520		
Sunshine (Sun Ray Estates)	3421314		
Sunshine (Oakcrest Villas/Sun Resorts)	3421201		
Sunshine (Whispering Sands S/D)	3424009		
Sunshine (Winding Waters)	3424691		
Sunshine (Ponderosa Pines (2 WPS))	3424062		
Sunshine (Quail Run Subdivision)	3424046		
Sunshine (Sandy Acres)	3421118		
Tradewinds Village	3424620		