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BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

In 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.  
\_\_\_\_\_ /

PROCEEDINGS: SERVICE HEARING

COMMISSIONERS  
PARTICIPATING: CHAIRMAN GABRIELLA PASSIDOMO SMITH  
COMMISSIONER GARY F. CLARK  
COMMISSIONER MIKE LA ROSA  
COMMISSIONER ANA ORTEGA  
COMMISSIONER BOBBY ~~PAYNE~~ *Payne 3/5/26*

DATE: Thursday, March 5, 2026

TIME: Commenced: 9:00 a.m.  
Concluded: 10:15 a.m.

PLACE: College of Central Florida  
Citrus Campus  
Charles S. Dean Sr. Education Center  
3800 S. Lecanto Highway  
Lecanto, Florida

REPORTED BY: DEBRA R. KRICK  
Court Reporter and  
Notary Public in and for  
the State of Florida at Large  
Court Reporter

PREMIER REPORTING  
TALLAHASSEE, FLORIDA  
(850) 894-0828

1 APPEARANCES:

2 TOM A. CRABB, ESQUIRE, Radey Law Firm, 301  
3 South Bronough Street, Tallahassee, Florida 32301;  
4 appearing on behalf of CSWR-Florida

5 WALT TRIERWEILER, PUBLIC COUNSEL; AUSTIN  
6 WATROUS, ESQUIRE, OFFICE OF PUBLIC COUNSEL, c/o The  
7 Florida Legislature, 111 West Madison Street, Room 812,  
8 Tallahassee, FL 32399-1400, appearing on behalf of the  
9 Citizens of the State of Florida.

10 DANIEL DOSE and ZACHARY BLOOM, ESQUIRES, FPSC  
11 General Counsel's Office, 2540 Shumard Oak Boulevard,  
12 Tallahassee, FL 32399-0850, appearing on behalf of the  
13 Florida Public Service Commission.

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1 PROCEEDINGS

2 CHAIRMAN SMITH: We will just go ahead and get  
3 started.

4 Welcome, and thank you all for attending this  
5 customer service hearing. This is part of our  
6 review of CSWR-Florida Utility Operating Company's  
7 request for a rate adjustment. Today's service  
8 hearing is an important part of the process and is  
9 dedicated to you, the customers.

10 Staff, will you please read the notice?

11 MR. DOSE: By notice issued on February 19th,  
12 2026, this time and place has been set for a  
13 customer service hearing in Docket No. 20250052.  
14 The purpose of the service hearing is set out more  
15 fully in the notice.

16 CHAIRMAN SMITH: Thank you.

17 At this time, we will take appearances of  
18 counsel starting with CSWR.

19 MR. CRABB: Tom Crabb with the Radey Law Firm  
20 for CSWR-Florida.

21 MR. WATROUS: Austin Watrous on behalf of the  
22 Public Counsel. And I would also like to enter an  
23 appearance for the Public Counsel, Walt  
24 Trierweiler.

25 MR. DOSE: Daniel Dose and Zachary Bloom for

1 Commission staff.

2 CHAIRMAN SMITH: Thank you, counsel.

3 Okay. I am going to kind of go over kind of  
4 the process here. We appreciate you participating  
5 and sharing your experience of the quality of  
6 service provided by CSWR, and providing any  
7 comments you may have regarding the utility's rate  
8 request.

9 In addition to sharing your comments here, you  
10 can also provide written comments or additional  
11 material by paper mail or by email. The rate case  
12 overview includes instructions on how to provide  
13 written comments to the Commission. And rest  
14 assured that your written comments will be made  
15 available to us to review.

16 I am also going to quickly mention, when you  
17 walked in, on that table, we now have magnets that  
18 have our customer assistance information on them.  
19 Please feel free to take one, feel free to give it  
20 to your neighbor, stick it on your fridge, that way  
21 if you do have any issues or things that come up,  
22 you can immediately -- the number is right in front  
23 of you and give us a call.

24 Additionally, we really want to work to make  
25 sure that we are providing the best customer

1 service hearing that we can. This is just from us,  
2 the PSC, so we have feedback forms. You might have  
3 received them. There is some on the table. If you  
4 didn't, on your way out, feel free to fill that  
5 out, what worked, what didn't work. We just want  
6 to improve this process. Like I said, this is  
7 really all for you guys, the customers. So with  
8 that, I will move on.

9 Again, and then also if you have any, while  
10 you are here, any specific billing or specific  
11 service issues, representatives from CSWR are here  
12 to assist you, and Commission staff are also  
13 available to answer general questions about the  
14 rate case too.

15 Before we hear from the customers, I will  
16 allow brief opening statements by the parties.  
17 Please limit your comments to five minutes,  
18 parties, and we will start with CSWR.

19 MR. CRABB: Sure. CSWR's opening statement  
20 will be given by Josiah Cox, the CEO.

21 MR. COX: I can talk pretty loud. Thank you  
22 all -- can you all hear me? I have a loud voice.

23 CHAIRMAN SMITH: Sure, Mr. Cox, you are  
24 recognized.

25 MR. COX: All right. Awesome.

1           I am Josiah Cox. I am the President and  
2           Founder of Central States Water Resources Florida,  
3           you know, I imagine most of the people in this room  
4           are probably part of the Rolling Oaks group of  
5           systems or the Sunshine the group of systems. I am  
6           kind of looking for a head shake, am I right on  
7           that Citrus, correct, so I just give you a brief  
8           overview.

9           You know, as a company, our mission is to  
10          bring safe, reliable and environmentally  
11          responsible water resources to every community in  
12          the U.S., and what we have done is in all the  
13          states we operate, we focus on buying systems that  
14          are typically distressed so -- and I will give you  
15          specifics on your existing system.

16          So you think about the Sunshine utility  
17          system, it is one of the worst water systems we  
18          ever bought. The mechanical and electrical systems  
19          were almost completely failed. There was no backup  
20          generation that actually worked, which is a  
21          requirement from the State.

22          We found out after we purchased them that the  
23          -- most of those wells are serviced by  
24          hydropneumatic tanks. So they are -- imagine big  
25          steel tanks that are just -- that use air pressure

1 to keep pressure in the water lines, right.

2 The previous owners were taking -- they were  
3 scrapping old tanks and trying to weld them onto  
4 the outside of their existing tanks in order --  
5 because they didn't have the money, or didn't want  
6 to spend the money to replace those tanks.

7 I would say after the first month or so of  
8 buying Sunshine, we actually had a hydropneumatic  
9 tank explode because it so structurally failed. So  
10 we ended up replacing a bunch of those hydro tanks  
11 across the entire system, tied in the backup  
12 generation, did a bunch of well work, complete  
13 electrical overhauls. We still have some more well  
14 work to do in that system. You know, I imagine --  
15 I will talk to Sunshine first.

16 Sunshine probably, you experienced more boil  
17 water advisories than you had previously. There  
18 are really two reasons for that. One, because the  
19 infrastructure failures, the lack of investment was  
20 going on for so long, we don't believe the previous  
21 owners were adequately noticing you, so they  
22 weren't telling you when they had low pressure  
23 events, and we kept operations, were actually  
24 measuring that, we are sending you notices, right.

25 Beyond that, the actual failures, those

1 structural failures, where the tank explodes, we  
2 have to stuff off-line to fix it. It also leaves  
3 sometimes interruptible service, boil water  
4 advisories, so that's what you kind of experienced.

5 And what's fully out of control is the  
6 fiberoptic guys. They are terrible. They are  
7 coming into these subdivisions and tearing through  
8 our water lines. It's really nothing we can do  
9 about that. And we are trying to chase those guys  
10 for damages, but that's a process as you are a  
11 water provider across the country, you are always  
12 facing.

13 So that's kind of the story with Sunshine.  
14 Rolling Oaks, a little more severe on that one. So  
15 the wastewater plant at Rolling Oaks was almost  
16 completely failed. So you had filters on the back  
17 end that were not operational. You had rapid  
18 infiltration basins that were not working. The  
19 mechanical systems inside the plant was completely  
20 failed. They couldn't meet modern EPA requirements  
21 for treatment, so disinfection, all those things.  
22 So they were a serial polluter there in Rolling  
23 Oaks.

24 In that wastewater system, we have done huge  
25 mechanical overhauls, filter overhauls, screening

1           overhauls, we actually have a \$20 million plant  
2           upgrade we have to make to be able to comply with  
3           our next permit cycle at that wastewater plant. So  
4           that wastewater plant was really doomed from the  
5           day we bought it.

6                     On the water side, very similar to Sunshine,  
7           similar like this, mechanical failures, so imagine  
8           the pipes were corroded, you know, it was like  
9           duct-taped and bailing water is the way that place  
10          was held together.

11                    Beyond that, we had the electrical was failed.  
12          They didn't have backup -- appropriate backup  
13          generation, so all of that backup generation and  
14          electrical work has been completed, the mechanical  
15          has been completed as well. We have a little more  
16          well work we are going to do on that system on a  
17          go-forward basis, but really -- and you experienced  
18          kind of the same things at Rolling Oaks, you know,  
19          we had two parts. We have had fiberoptic guys who  
20          have done a lot of work, it's really terrible for  
21          us, so you have experienced the boil water  
22          advisories on that.

23                    Two, mechanical failures, we are taking stuff  
24          off-line to be able to --

25                    UNIDENTIFIED SPEAKER: Could you stop right

1           there for just one second, please?

2           MR. COX:   Yes, sir.

3           UNIDENTIFIED SPEAKER:   Okay.  I lived in  
4           Beverly Hills, okay.  Two people here are talking  
5           about --

6           CHAIRMAN SMITH:   Sir --

7           UNIDENTIFIED SPEAKER:   -- boil water notices  
8           that they have had to live with --

9           CHAIRMAN SMITH:   Sir, I don't mean to -- I  
10          don't mean to interrupt you.

11          UNIDENTIFIED SPEAKER:   -- I never heard about  
12          this until today.

13          CHAIRMAN SMITH:   Hey, I am sorry, sir, I don't  
14          mean to interrupt you, but you will have your  
15          chance to provide comments.  Right now, we just  
16          want to hear from the parties.  This is just  
17          opening statements, so --

18          (Multiple speakers.)

19          UNIDENTIFIED SPEAKER:   Well, then maybe he  
20          should concentrate on Beverly Hills.

21          CHAIRMAN SMITH:   -- give your feedback.  We  
22          have to just keep the record clean.  So in about  
23          all -- when I recognize you, you will be able to  
24          give this feedback.  So right now, we are just  
25          hearing from Mr. Cox, then we are going to hear

1 from OPC, and then they are going would get into  
2 customers -- customer comments. So right now, we  
3 are just going to let Mr. Cox conclude his opening  
4 statements. Thank you.

5 MR. COX: Yeah, just to finish on Rolling  
6 Oaks. So, you know, we have to take off, you know,  
7 infrastructure to repair it, so you have  
8 experienced some boil water advisories, boil water  
9 orders. By the way, there is a difference. Boil  
10 water advisory says there is not anything  
11 contaminate, there is no fecal coliform in your  
12 water, nothing was found, in fact, we have never  
13 had a failed sample. What it is is, hey, the  
14 pressure has dropped below 20 PSI. As a  
15 precaution, we are saying, hey, as a precautionary  
16 measure you need to do this for a couple of days  
17 until we get a passing test, which is a whole  
18 process we have to do with a state sanctioned lab.  
19 That's the way that works -- so, you know, the  
20 contractor work.

21 The other problem we had at Rolling Oaks is we  
22 actually didn't -- the infrastructure maps that the  
23 old owners had were not accurate. So we have had  
24 to go and remap that system, and part of the  
25 problems we have had is we had utility work done

1           there, and they hit lines that were not in the  
2           place we originally thought they were. So we have  
3           been working through that, remap the entire system,  
4           so we are hoping to avoid any further  
5           infrastructure hits like that. But obviously,  
6           that's just a function of having a failed system  
7           with bad recordkeeping, you know, something we work  
8           through all the time across the country.

9           So, you know, you expect there on the Rolling  
10          Oaks system, you know, I think we have 30 or \$40  
11          million more work to do on that system, mainly  
12          wastewater related and some water service line  
13          replacement, that kind of thing, will happen over  
14          the next couple of years.

15          So that's kind of what is happening, I think,  
16          with the systems that are represented here, so I  
17          just wanted to say that. We understand that, you  
18          know, rate adjustments are painful. We get that.  
19          And from our perspective, you know, we have  
20          invested a lot of capital, operations and  
21          maintenance repair, something that didn't exist  
22          before. When you turn on the system and get  
23          mechanical failures and electrical failures, just  
24          think from a basic standpoint, you have more energy  
25          costs and more chemical costs, right, because now

1           it's running, so those are the kind of things that  
2           impacted us before we came here today before you  
3           guys.

4                        So if you have any specific customer service  
5           question, Aaron Silas here is my Director --  
6           Assistant Vice-President, actually, of Customer  
7           Service. He has a form. We are more than happy to  
8           deal directly with you in anything you have during  
9           or after the meeting, you come sign up with him, we  
10          will get right back to you.

11                      So I appreciate you, I appreciate everyone  
12          participating today.

13                      CHAIRMAN SMITH: Thank you, Mr. Cox.

14                      Mr. Watrous, you are recognized.

15                      MR. WATROUS: Thank you, Madam Chair.

16                      Good morning, everyone. My name is Austin  
17          Watrous, and I am an attorney with the Florida  
18          Office of Public Counsel. The Public Counsel, also  
19          known as OPC, was it created over 50 years ago by  
20          the Florida Legislature to give customers an  
21          efficient advocate in proceedings such as this.  
22          The Public Counsel, Walt Trierweiler, who is  
23          currently to my right, thanks you for taking the  
24          time to be here today.

25                      Today, I want you to know that the Office of

1 Public Counsel is actively challenging CSWR's  
2 proposed rate increase. The theme for this case is  
3 affordability and customer prosperity. We will  
4 argue, with the assistance of our nationally  
5 respected expert, the proposed rate increases and  
6 the acquisition adjustments will result in unfair,  
7 unjust and unreasonable rates for you.

8 I am not going to take the time today to share  
9 all the things we are doing to resolve this case in  
10 your favor, but I do want you to be confident in  
11 the pretrial preparation our office is conducting,  
12 the countless hours our team is devoting to  
13 studying thousands of pages and responses and  
14 documents from CSWR to identify reductions that  
15 should be made to their request.

16 I also want you to be confident that your  
17 voice is a valuable part of this rate case. The  
18 rate increases have not been decided, and these  
19 Commissioners, your Commissioners, who are  
20 conducting virtual and in-person customer service  
21 hearings are here to listen to you today. So  
22 please, share your thoughts as clearly and  
23 persuasively as you can, because your sworn  
24 testimony will be considered by this commission,  
25 the parties, both now and in the future, when the

1 Commission examines all the evidence before them to  
2 approve only the portion of CSWR's rate increase  
3 that are reasonable, prudent and in the public  
4 interest.

5 I invite you to share the details of your  
6 experiences as a customer of CSWR, and to share the  
7 personal impact CSWR's proposed rate increases will  
8 have upon you, your family, your friends, your  
9 local businesses and their employees. Do be  
10 mindful of time so that your neighbors here may  
11 also have time to speak.

12 Thank you again for taking time to be here  
13 today in this customer service hearing. We look  
14 forward to hearing from you.

15 Thank you, Madam Chairman.

16 CHAIRMAN SMITH: Thank you, Mr. Watrous.

17 All right. So now we are going to move to the  
18 customer testimony of portion of the hearing. Your  
19 comments will become a part of our official record  
20 and, therefore, subject to cross-examination.  
21 That's not a way -- anything to intimidate you.  
22 That's just to know that if any of the parties or  
23 the Commissioners have follow-up questions you may  
24 be asked, and it's just so that we can better  
25 understand your comments.

1           For all customers who intend to testify and  
2           who are able to do so, will you please stand and  
3           now raise your right hand so I can swear you in?

4           (Whereupon, Chairman Smith administered the  
5           oath.)

6           CHAIRMAN SMITH: Okay. Thank you. You may be  
7           seated.

8           Representatives from the Office of Public  
9           Counsel will be helping today. When it's your turn  
10          to speak, they will call your name in the order in  
11          which you signed up. We begin with customers who  
12          preregistered on-line and then move to those who  
13          signed up in person today. OPC will call two names  
14          at one time so that you can be prepared that you  
15          know you are on deck. So make sure that you are  
16          listening so that -- to the person before you so  
17          you know that when it's ready to be your turn.  
18          When it is your turn, please state your full name  
19          and whether you are a customer of CSWR.

20          And before we start with public, we like to --  
21          we give an opportunity for elected officials. Are  
22          there any elected officials who are speaking?  
23          Okay. Seeing none.

24          All right. We are going to move to customers.  
25          So OPC, will you call the first two names on your

1 list?

2 MR. WATROUS: Thank you, Madam Chair.

3 The first customer to speak will be Frederick  
4 Dormer, and on deck will be Emily McKinney.

5 Mr. Frederick Dormer.

6 PUBLIC COMMENT

7 MR. DORMER: Present. How are the today?

8 MR. WATROUS: Good. How are you.

9 CHAIRMAN SMITH: Good.

10 MR. DORMER: Good. I would like to start out  
11 with Ms. Smith, I want to introduce into the record  
12 what I will let you keep. It's all the  
13 communications that I have had with CSWR, or  
14 whatever their acronym is, and a slight outline for  
15 you to follow along with my testimony, and that  
16 will be nice if you would look at that. Then when  
17 I am done, I am going to submit this folder for the  
18 record.

19 CHAIRMAN SMITH: Okay. So two documents?

20 MR. DORMER: Well, no. You can keep what I am  
21 going to give you here and I will tuck it in this  
22 when we are done.

23 CHAIRMAN SMITH: Okay.

24 MR. DORMER: Some of it is duplicate that's in  
25 here, but I would like someone to follow along

1           because my situation is kind of detailed, and what  
2           I am going to talk about is the service and the  
3           billing problems. I didn't think we would go into  
4           rates here. I thought that was in the March  
5           meeting. I am not planning on talking about rates.  
6           I wasn't going to plan about talking on boil  
7           alerts, although, I have got all the texts and  
8           emails copied so you guys can see that as part of  
9           my record, okay?

10                  CHAIRMAN SMITH: Okay.

11                  MR. DORMER: I am going to give you this, Ms.  
12                  Smith. This is a list of every phone call, every  
13                  email and verbal contact I had with both the FPSC  
14                  and CWSR --

15                  CHAIRMAN SMITH: Okay. Thank you.

16                  MR. DORMER: -- so you can roughly follow  
17                  along there.

18                  This is a copy of the billing from their  
19                  website, my most recent bill, and most importantly,  
20                  there is a graph in here that shows my usage that  
21                  you should follow along, because it's not accurate,  
22                  it's actually missing a few months --

23                  MR. WATROUS: Mr. Dormer --

24                  MR. DORMER: As represented by that.

25                  MR. WATROUS: -- if you would like, you can

1 walk through those during your testimony and we can  
2 take those and put those into the record for you.

3 MR. DORMER: Yeah, I just want them to  
4 follow --

5 CHAIRMAN SMITH: I was going to ask -- I mean  
6 -- so you said that there is duplicates in that big  
7 folder because then we can move --

8 MR. DORMER: Yeah.

9 CHAIRMAN SMITH: -- just that one folder into  
10 the record. Well, we won't -- we are going to just  
11 label --

12 MR. DORMER: Well, I am going to need this for  
13 testimony. It's -- I didn't make two copies. So  
14 this is the one copy, but I need it for my  
15 testimony, if that's okay with everybody.

16 It's Fred Dormer. I reside in Beverly Hills.  
17 I have got a current open case now with PSC. The  
18 case number is 1493248W. And then they also mailed  
19 me a letter with a tracking number, which is  
20 214349.

21 Now, I received a letter in the mail for this  
22 hearing on a Saturday, which was February 23rd,  
23 which meant I couldn't make a phone call until that  
24 Monday. Well, that's a lie. I made a mistake. I  
25 got the letter on February 1st, so the 23rd was

1           when I could make a phone call. And I have noticed  
2           the pricing meetings in March, months away, so that  
3           would give lots of people time to sign up for it.  
4           This one I was short on time, and I think it should  
5           have been mailed earlier and it wasn't.

6                     And to make things a little more complicated,  
7           when I tried to call up and register, the phone  
8           rang 12 times, and instead of a voice mail coming  
9           on, it said to call back, hit star 611, which I  
10          did, and that went directly to Spectrum's menu. I  
11          am like, this is weird. So I try it again, same  
12          result.

13                    I called OPC, talked to one of the gals there  
14          about it, and she said, well, I will personally  
15          talk to them and make sure you get a call back, and  
16          then Kelly called me, and I went ahead and  
17          registered for the meeting, but I am not really  
18          thrilled at the short notice I had to get here.

19                    Plus, in my neighborhood, right now they are  
20          replacing underground pipes on the corner of  
21          Roosevelt and Foresthill Road, which has now got a  
22          detour running everybody through my neighborhood  
23          which is nice and peaceful in High Ridge. So now I  
24          have got thousands of people who know there is a  
25          shortcut through my neighborhood, so I left extra

1 early today because there are lanes blocked and  
2 that sort of thing, so I am here.

3 I want to start off with the reason I had a  
4 complaint and it's to do with billing. I got my  
5 normal email. I am on the auto system, and the  
6 email came in December 20th, and when I opened it  
7 up, I saw \$100.96 charge, which is the highest I  
8 have ever had. I signed up with the utility in  
9 July of '23. A few months later, I moved in, in  
10 October, so I had a few bills from before I even  
11 got there and after.

12 And the interesting thing is when you go to  
13 the website, it's difficult to find out how many  
14 gallons you used. All they give you is the price  
15 to pay and a button to push to pay it. Then they  
16 give you a chart here that shows the gallons used,  
17 and it's a very rough chart. And, Ms. Smith, you  
18 have that there and it will be part of the record.

19 The interesting part is, the only gallon  
20 mentioned is in the upper left-hand corner, and it  
21 says 97,931 gallons. Well, that's obviously not  
22 what this monthly bill was. But the bar graph goes  
23 up and down like notes on a piano scale.

24 Interesting thing, though, is it shows July,  
25 August, September, October, December and February,

1 and for some reason, it's omitting November and  
2 January, but there is no spaces showing that those  
3 were missing. So I am not too big on the computer  
4 website. It's not accurate.

5 Another thing I found on that website was a  
6 list of all the dollars I have spent from the day  
7 that I moved in to current, and that's stapled to  
8 the back page here with notations. You got the  
9 start of my complaint with \$100. I am getting my  
10 AMI meter tested right now, and I had to put a  
11 deposit down 81.20 for that, and I will get into  
12 that a little later.

13 There is one of my highest bills, which  
14 happened to also be in December of '24. And,  
15 again, I wasn't really paying attention to these  
16 things. The record of the bills showing up to my  
17 house was spotty at is best. I have got 15 paper  
18 bills, which is the only access to gallonage, and I  
19 have been sent 27 supposedly. And when I call,  
20 they blame that on the mail. Now, maybe. My mail  
21 service isn't the best, but it didn't give me a lot  
22 to follow.

23 I am sorry about this. This podium isn't big  
24 enough for everything I am looking at. Yeah.  
25 Well, anyway, I can go through my stuff in my

1 memory.

2 When I got that bill, the first thing I did  
3 was emailed the CSWR and I asked them, this is a  
4 surprise. This is the highest bill I ever got.  
5 And I got a return saying, well, we'll have  
6 somebody check into that, send a technician to your  
7 house.

8 Then I replied again, I think there is a  
9 problem with the meter, which is called the  
10 advanced metering infrastructure, which acronym is  
11 AMI. And the lady basically gave me no answer.  
12 And then when I re-emailed the complaint to them,  
13 they thought I was complaining about the billing  
14 and how the price went up. So they gave me a  
15 response on here's the link so you can go over the  
16 gallons per month charge. Well, that's not what I  
17 was looking for.

18 So I decided a phone call is the way to go.  
19 So on January 2nd, 2026, I called at 9:02 p.m. and  
20 I spoke to a fellow named Claudio, and I went over  
21 all of my problems; how the gallonage per month  
22 went up and down, which made no sense to me; how  
23 the EPA claims a person should use 80 to 100  
24 gallons a month, which should be 4,800 to 6,000 a  
25 month for my household of two retired. We have got

1 three bedrooms -- three bedrooms, three toilets,  
2 two showers and a tub. We both belong to the YMCA,  
3 and we do most of our showering there. I go three  
4 times a week. My wife goes five times a week, so I  
5 can't explain as to excessive showering. We don't  
6 use our dishwasher, contrary to the soap ads. We  
7 have two plates to clean every night, so I don't  
8 think there is a problem there.

9 Anyway, he said they would send a technician  
10 out in three or so days. And I said I want to meet  
11 this fellow and talk to him about the situation.  
12 And they said, sure. That's not a problem.

13 Well, four hours later, the technician shows  
14 up at my house. And I said, hi, I am Fred Dormer.  
15 My wife saw him. He didn't knock on the door or  
16 anything. And I said, why are you here today? He  
17 said, well, you reported that your plastic housing  
18 for the meter is cracked, and I am here to replace  
19 the cracked housing.

20 And I said, has there been any mention to you  
21 about accuracy of the gauge itself? And said, no.  
22 None so ever. I said, well, here you are. I said,  
23 is there anything you can do? And he said says,  
24 yeah, I can do a three gallon test. He says, I  
25 will record the digital analog information on the

1 gauge. We will fill a three gallon bucket, compare  
2 it to that analog information. So he does that.  
3 It comes out correct.

4 And I asked him, this is an electronic radio  
5 device that sends a radio encrypted signal to a  
6 truck driving by the house, and then that signal  
7 gets uploaded to something else which winds up as  
8 your bill. And I am an electronic person. I have  
9 an ASC certification in automotive repair, and I  
10 spent most of my time as the high level manager  
11 dealing with people who had intermittent problems  
12 with their cars. They would have a car that would  
13 stall once every three weeks. It would get towed  
14 into the dealership, but would start up just fine.  
15 And I would say, well, it's an intermittent  
16 problem. It's got to break before we can figure  
17 out what's wrong with it.

18 So I asked the guy working there. I said, I  
19 think this is an intermittent problem, and it goes  
20 up and down and up and down for no apparent reason.  
21 I said, have you had many complaints? And he said,  
22 yeah, we are getting more than usual. I don't know  
23 what they are doing over there. But anyway, he  
24 explained to me a little bit about this AMI -- let  
25 me put this down here.

1           I went ahead and did a little research on good  
2           ole AI, and let me read this. It says: Errors, in  
3           some cases, data from a meter that registers in  
4           hundreds may incorrectly transfer to a billing  
5           system as tenths, causing massive erroneous billing  
6           errors.

7           So there you go, there are intermittent  
8           problems with those gauges according to AI, and  
9           every AI article is pulled from a source, as you  
10          probably all know that, but then it talks about  
11          installation issues. It says, mismatches between  
12          utility database and actual field can be a problem,  
13          and I do have one of those issues, then it  
14          continues to talk about the weather.

15          Rad -- well, this is first. Radio circuit  
16          failures. The final stage of the transmitter  
17          circuit in some AMI systems are susceptible to  
18          stress and heat leading to breakdown. Now, we  
19          definitely live in an area where there is stress  
20          and heat. Then they talk about corrosion and  
21          weather also can affect the radio performance.

22          Now, what's interesting, and I have got a  
23          picture of these gauges here. I don't know if you  
24          guys know what they look like, but that's the  
25          actual gauge, and this is the one that's at my

1 house. This is the one he inspected and then  
2 eventually replaced.

3 Now, what's really curious, my neighbor's is,  
4 like, 41 inches away from mine. Here is her gauge.  
5 Now, the technician called me. My gauge was  
6 oriented in the wrong position. So you can see  
7 these pictures are different here and here. The  
8 radio waive on mine points to the woods in my back  
9 yard. My neighbor's is oriented correctly and puts  
10 the message out into the street where the truck  
11 would be going.

12 And I asked him, do you think that could have  
13 something to do with it? And he said, no, I don't  
14 think so. And I am not an encrypted radio expert.  
15 All I know is if you get too far away from the  
16 radio station you get static, so maybe there is an  
17 issue there.

18 CHAIRMAN SMITH: Mr. Dormer, do you mind just  
19 in the next couple of minutes sort of wrapping --  
20 just because I want to be mindful of your neighbors  
21 if they need to get to work --

22 MR. DORMER: Well, no, I would rather not wrap  
23 it up. I have got more things to talk about. This  
24 is an open case and it's not finished.

25 CHAIRMAN SMITH: No, I understand. And like I

1           said in the beginning, you also have an opportunity  
2           to submit written comments and to be -- but I want  
3           you to have your time. Just --

4           MR. DORMER: And I will.

5           CHAIRMAN SMITH: -- be mindful you have  
6           neighbors here who also probably have things that  
7           they need to get to today.

8           MR. DORMER: Right, I know, but I don't know  
9           how long you are going to be here today, but I  
10          think it would be fair for me to conclude.

11          I won't talk about the boiling issues. I  
12          won't talk about the rate increases or any of that.  
13          I want to focus on what I am talking about. I am  
14          hoping some of the other people can testify on the  
15          other issues. I do have copies of all those  
16          alerts, copies of the texts I got so you can review  
17          those at a later time, but I will try to speed it  
18          up a little bit.

19          Many phone calls to and from, to and from  
20          emails to and from. I can't get a message through  
21          to anyone in management to call me back, so I went  
22          to the Citrus County Citizens Request Center  
23          Department of Water Resources, which I thought, you  
24          know, they might be able to help me, and they sent  
25          me a letter back saying, no, we don't handle that.

1 Well, I don't know what they handle, but they  
2 referred me to the Public Service Commission.

3 Now, what I did at that point in time is I  
4 wrote a pretty scathing letter, and I emailed it to  
5 the PSC and also to the CSWR. And in my email,  
6 which you have a copy of there, I mentioned  
7 everything about the fluctuations. I said, why  
8 don't you look at my two neighbors makes on one  
9 side and the other side and see what their water  
10 usage is. And the answer was, we can't do that.  
11 That's privileged information. And I said, well,  
12 you can look at it, right, and make a decision?  
13 Well, no, we can't do that.

14 So anyway, I hit that wall. And the lady I  
15 spoke to is Jean from the PCS. She was the first  
16 one that contacted me on January 26th, and she was  
17 describing the bench test to the AMI. And she  
18 said, you would pay a \$20 deposit. They come out  
19 and pull it. It would go to a lab in Ocala called  
20 MARS, which is supposedly an independent lab from  
21 the utility company. And then I asked her, do you  
22 think they are going to test it for 24 hours, or  
23 seven days? I said, if there is an intermittent  
24 problem, a one-hour test isn't going to show it.  
25 And of course I got the answer, I don't know. And

1 I said, well, can you tell me for sure it's \$20?

2 And she said, I don't know. Not a great answer.

3 So anyway, she then says, CSWR is going to  
4 have to handle this. But before that, she told me,  
5 if the gauge is showing that I am not being billed  
6 enough, I am going to be billed all the way back to  
7 July when I moved in in '23. That, between the  
8 deposit, I consider a threat, and they didn't want  
9 me to pursue my complaint. I just don't think  
10 that's the right thing to tell someone over the  
11 phone.

12 So anyway, then I talked to a lady named JoJo  
13 representing the actual utility. And she says,  
14 again, yeah, it's 20 bucks. And I said, well, can  
15 you look that up for sure? And she says, well, let  
16 me do that. She puts me on hold, and I can hear  
17 the rattling through some papers. And she said,  
18 oh, yeah, we made a mistake. It's \$80 and, like,  
19 28 cents. And I am like, well, that's important to  
20 know.

21 And then she says to me, we can't replace that  
22 meter until you pay the \$81. And I said, well, I  
23 will but you a check right now. She says, no. You  
24 are on auto pay. When that bill shows up, it's  
25 going to have the \$81 in the total amount, and you

1           can pay the \$81 and then we can get to work on your  
2           gauge.

3           So I opened up the website. There is the \$81.  
4           There is the gallonage. There is my total. I  
5           can't pay anything. And remember, she warned me  
6           that if I paid the bill in total, I will get double  
7           billed because the computer is not going to  
8           recognize it.

9           So I called her on the phone, and I said, I  
10          can't do this. And she says, well, let me check.  
11          So I get put on hold again for eight to 10 minutes,  
12          and she comes back, I am sorry, Mr. Dormer, you  
13          can't pay it that way. The only way that can be  
14          paid is for the full billing cycle to go through,  
15          then we will get your \$81, then will send someone  
16          out to replace your AMI.

17          So mind you, this complaint started in  
18          December, and here I am much further down the road,  
19          and we set up the week that the AMI is supposed to  
20          be replaced. And the technician came out. Again,  
21          he wasn't totally up to speed on what was going on,  
22          and I explained it to him. And he said, oh, I  
23          didn't know that. He says, I have got a special  
24          piece of equipment that can look at 90 days worth  
25          of data hour-by-hour, minute-by-minute for your

1 use. He says, but I don't have it with me. And I  
2 said, well, I will wait.

3 Well, anyway, I wait and I wait, and he comes  
4 back. Very nice guy. He starts to show me the  
5 usage. We go and he compare it to my calendar, and  
6 there were spikes and troughs and spikes and  
7 troughs that really weren't explainable.

8 Anyway, that information is important. I  
9 don't even know why they were fooling around with  
10 the AMI. That should prove it might have a  
11 problem, but he went ahead and put a new AMI in and  
12 I haven't heard back. This is sitting there now in  
13 MARS in Ocala, and this is just gratuitous that  
14 this meeting happened to pop up in the middle of my  
15 problem.

16 So now I am waiting on JoJo who said the most  
17 money I would owe back if it's not functioning  
18 correctly and I am being undercharged would be six  
19 months worth of money. And she said, the deposit  
20 will be refunded if it's found to be defective, but  
21 if it's found to be working correctly, you lose  
22 your \$81. And again, this is pretty much pushing  
23 me to drop my issue, which I don't think is a  
24 really customer service friendly way to do  
25 business.

1           And that covers that case, and let me just  
2           touch on another issue. When I --

3           CHAIRMAN SMITH: Mr. Dormer, can I just  
4           reiterate?

5           MR. DORMER: Yeah.

6           CHAIRMAN SMITH: Just I really want to be  
7           mindful of -- you do have very specific issues --

8           MR. DORMER: Yeah.

9           CHAIRMAN SMITH: -- and the company  
10          representatives are here and --

11          MR. DORMER: Uh-huh.

12          CHAIRMAN SMITH: -- and this is a great  
13          opportunity for you to work with them directly.

14          MR. DORMER: Well, I think I want to work with  
15          everybody if that's okay --

16          CHAIRMAN SMITH: No, I don't want --

17          MR. DORMER: -- and you only have three other  
18          people speaking, so I have got adequate time, and I  
19          am almost done.

20          CHAIRMAN SMITH: We do have more people that  
21          have signed up.

22          MR. WATROUS: Mr. Dormer --

23          MR. DORMER: All right. Whatever.

24          MR. WATROUS: -- if I may ask, please do not  
25          approach the Commissioners for safety reasons.

1 Thank you. You can provide me with the exhibits.

2 MR. DORMER: We are talking about bills. You  
3 can see this, look at the bar graph on my bill.  
4 Again, it goes up and down like a piano scale.  
5 Just can't be accurate.

6 My mom lives in the neighborhood too, similar  
7 amount of toilets and baths and such. Look at her  
8 chart.

9 MR. WATROUS: Mr. Dormer, if I may ask, can  
10 you please stay behind the podium? Thank you.

11 CHAIRMAN SMITH: We can put -- all of that can  
12 go into the record.

13 MR. DORMER: Yeah, and I appreciate that. But  
14 anyway, when I called back about her bill, I  
15 emailed this to the PSC and also to the utility.  
16 And when I spoke to JoJo, she said, well, that  
17 doesn't really matter. We don't care what other  
18 peoples' bills are. And I said, so this is  
19 meaningless to you? And she says, yes. And so are  
20 your neighbors' bills, they are meaningless too,  
21 which I just don't think is true. The first thing  
22 I would look at would be the usage in the  
23 neighborhood and see if it corresponded.

24 Now I am done with that. And I don't know  
25 what the rest of you guys are going to talk about,

1 but the boil alert situation is insane. Like I  
2 side said, I have got a broken pipe in my  
3 neighborhood now. They have been working on it for  
4 probably seven days. They have detours with cars  
5 running through my neighborhood. And again, when  
6 people learn to detour, that's what they do, so my  
7 quiet, peaceful little neighborhood is going to be  
8 heavily traveled.

9 But anyway, I know things like that supposedly  
10 are just accidental. Through rumor and through  
11 things I found posted on my web camera, which is an  
12 interesting place to do it, the theory is they were  
13 told that the main was six feet deeper than it was  
14 in actuality, so when they were digging, they  
15 accidentally hit the main and broke it. Anyway,  
16 let's go back to boiling alerts and I will be done.

17 One interesting thing about my mother, she's  
18 97 years old, she just changed her email, and she  
19 wasn't getting emails obviously, the address was  
20 wrong on the boil alert. The six-day problem was  
21 not an easy one for her. I had them deliver her  
22 gallons of water. She can't be 97 be boiling  
23 things on the stove, you know, I can go out and buy  
24 water.

25 But anyway, the lady who I called, I said,

1           here's her new email and here's her phone number.  
2           I said, like me, I want her to get emails and  
3           texts. And she said that's not possible. And I  
4           said, well, I have had them. And she says, well, I  
5           don't know how. I said, I want her to get both.  
6           And she said, no, pick your favorite, so I picked  
7           the text.

8                     Now, what's really weird, I got a text saying  
9           there was a problem with an outage in Texas, and  
10          that's in here. So again, I don't think you guys  
11          really have a grasp on what is happening.

12                    And then, you know, it just goes on and on.  
13          Boil alerts. Interruptions. Anyway, all of that  
14          is in here, and I guess I am pretty much done  
15          finally. I am sorry to waste your time, but let me  
16          give you this to check into the record.

17                    CHAIRMAN SMITH: Mr. Dormer, you want to give  
18          it to your counsel and they will be able to --

19                    MR. DORMER: You are my counsel?

20                    MR. WATROUS: Yes.

21                    CHAIRMAN SMITH: Mr. Watrous is your counsel.

22                    MR. DORMER: It's important. Every  
23          communication is in there documented who I spoke  
24          to, the time I spoke to him, the day I spoke to  
25          him. All the emails are this there.

1           And one final thing I want to mention about my  
2           scathing letter, at the very end of it, I said  
3           here's what's going to happen. I am going to  
4           complain to the Citrus County resource, I am going  
5           to complain to whatever you guys are, PSC, and then  
6           I am going to complain to my local newspaper and  
7           they are going to do an investigation. And I said,  
8           if they find out that everybody is getting  
9           intermittently billed, the next thing I am going to  
10          do is talk to a class action attorney, because if  
11          this is some kind of deliberate thing that happens  
12          to one neighbor and then 10 get regularly billed,  
13          it happens to another neighbor, this warrants  
14          further investigation.

15                 Thank you for the Commission's time, and I  
16                 will let the next person talk.

17                 MR. WATROUS: Mr. Dormer.

18                 MR. DORMER: Yes.

19                 MR. WATROUS: Would you like to move this  
20                 exhibit into the record?

21                 MR. DORMER: Oh, yeah. I don't want to mail  
22                 it. That's another inconvenience. Yeah, put that  
23                 officially into your record.

24                 MR. WATROUS: Okay. And we will make copies  
25                 and disseminate it.

1 MR. DORMER: And what I gave Ms. Smith can  
2 also be put in that folder, which think there might  
3 be a couple of pieces of paper, like the summary of  
4 the dates and times and such, but, yeah, put all of  
5 that together, I would appreciate that.

6 MR. WATROUS: Well, thank you for your time  
7 today, Mr. Dormer.

8 MR. DORMER: Thank you guys. Have a good  
9 evening.

10 CHAIRMAN SMITH: Mr. Dormer, thank you.

11 MR. DORMER: Whoops, there is my notes.

12 MR. TRIERWEILER: I recommend that we mark for  
13 identification the packet of five documents that  
14 Mr. Dormer handed to the Chair as fully noticed --  
15 is the notice Exhibit 1 or is this Exhibit 1?

16 MR. DOSE: This will be marked Exhibit 74 in  
17 the CEL.

18 MR. TRIERWEILER: Oh, 74 in this docket,  
19 okay -- 74, and I recommend this red folder be  
20 marked as 75.

21 CHAIRMAN SMITH: Sure.

22 (Whereupon, Exhibit Nos. 74 & 75 were marked  
23 for identification.)

24 MR. TRIERWEILER: And I think what we are  
25 going to do is -- I have been instructed, I think

1           it's a great idea, is we will have this copied and  
2           everyone, the Commissioners and the utility will  
3           get a chance before this is admitted to go ahead  
4           and examine the evidence. So that's two exhibits.

5           MR. WATROUS: So that will be two exhibits.  
6           And do all parties agree to that?

7           MR. CRABB: Yes.

8           MR. DOSE: Yes.

9           MR. WATROUS: Thank you.

10           Next up will be Emily McKinney, and on base  
11           will be Cory Silverstein.

12                                   PUBLIC COMMENT

13           MS. MCKINNEY: Hello. My name is Emily  
14           McKinney. I will say on Frederick's behalf, yes,  
15           that's what happens to us. When we have issues, we  
16           have to document, we have to rate, and it's  
17           constant always ongoing.

18           I came from Homasassa to Beverly Hills. I  
19           was -- when in Homasassa, I had my own well water.  
20           It was safe to drink. It was safe to give to my  
21           dogs to eat, to drink. I had no issues. I came to  
22           Beverly Hills, I have nothing but issues. We have  
23           boiling water. We also had a rate increase, and  
24           the fact is the water hasn't changed.

25           So I am asking all of you to really think

1           about what you are doing to us as consumers,  
2           because I am buying bottled water. I am buying a  
3           liquid that helps with the water when I am washing  
4           my clothes. I am also having filters so I can take  
5           a shower. So when they are asking for these rate  
6           increases, we are also the ones that have to pay  
7           it, but is the services changing? No, because  
8           there was already a rate increase and nothing  
9           changed. I am still spending more to accommodate  
10          what's not being healthy to me.

11                        That's all I am going to say.

12                        CHAIRMAN SMITH: Thank you.

13                        Do we have any questions?

14                        Go ahead, Mr. Watrous.

15                        MR. WATROUS: All right. Next up is Cory  
16           Silverstein, and on deck will be Mark Haselkamp.

17                                       PUBLIC COMMENT

18                        MR. SILVERSTEIN: Hello. I would like to say  
19           since I talked to the water company today, the  
20           gentleman told me you already installed the new  
21           equipment in the well houses, and that you made the  
22           updates already. And the temporary increase was  
23           only supposed to be temporary. It wasn't supposed  
24           to be forever. So now I am kind of like feeling  
25           like, ah, we will say it's temporary just to get

1           our foot in the door, and then we will come back  
2           and we will say, no, we want it forever. Well, if  
3           you already fixed the equipment, and you already  
4           installed the equipment, then there is no reason  
5           for an increase. We will just go the way we are.

6                   And I don't know who told you, but Beverly  
7           Hills is a low-income community. That community is  
8           stressed out. There is no money in Beverly Hills.  
9           It's not a rich community at all. You have to deal  
10          with it looking at it on a basis that these are  
11          people living on Social Security, very low-income.  
12          That's the only source of income they have. They  
13          are basically broke.

14                   So I don't know what lies people have been  
15          telling the water company, but now you are saying  
16          that you want to invest another 20 million. That  
17          type of money doesn't exist in this area. You  
18          better go to the federal government and ask for  
19          that type of money because they don't have it.

20                   MR. DORMER: I would like to help this  
21          gentleman out. I have got a list of what the  
22          incomes are in Beverly Hills compared to other  
23          places in the United States. You can just take a  
24          look at that there.

25                   MR. SILVERSTEIN: Oh, I know.

1           MR. DORMER: And the average is basically  
2           80,000 --

3           MR. WATROUS: Mr. Dormer --

4           MR. DORMER: -- in Beverly Hills, they make  
5           56,000.

6           MR. WATROUS: I am sorry, but this is Mr.  
7           Silverstein's time.

8           MR. DORMER: I am sorry to interrupt. I just  
9           thought that would help the case.

10          MR. SILVERSTEIN: Basically low-income.  
11          People basically live by getting their food at  
12          churches, I know because I see them there all week  
13          long, huge lines, hundreds and hundreds and  
14          hundreds of cars will basically come at six o'clock  
15          in the morning and wait for the church to open up  
16          at nine o'clock for food that's expired. That's  
17          the type of customers you have. They are living  
18          off of scraps.

19          So maybe you should look at paying for these  
20          things in the long run over a 30-year period of  
21          time and not try and pay it off all at once.  
22          Spread it out, because there is no money around  
23          this area.

24          That's all I have to say, and I think it  
25          should just be temporary. I think you shouldn't

1 give an increase at all. We have had fecal matter  
2 in the water. I got a letter from that. I asked  
3 for a rebate. They didn't want to give me a  
4 rebate. So basically I paid for water that was  
5 dirty. And I am constantly getting bills, letters  
6 in the mail that say boil your water.

7 I personally don't drink the water. I mean,  
8 this state has a problem with cancer, so I am  
9 thinking it's something in the water, because now  
10 it's one out of five people who have cancer, so you  
11 got to figure out how these people are getting  
12 sick.

13 I get my water strictly from Walmart, purified  
14 or distilled water. I basically use Rolling Oaks  
15 water to flush the toilet and wash the clothes.  
16 That's it. I won't put it in my mouth or my  
17 system.

18 That's all I have to say. I won't bother you.  
19 Have a nice day.

20 MR. WATROUS: Thank you.

21 Mark Haselkamp, you are up, and Phil  
22 Caglianone is on deck.

23 MR. DOSE: Before you begin, were you sworn  
24 in?

25 MR. HASELKAMP: I am sorry?

1           MR. DOSE: Did you swear in at the beginning,  
2           sir?

3           CHAIRMAN SMITH: Oh, sir, so you were -- you  
4           stepped -- you were out of the room when I did the  
5           swearing in, so do you mind just raising your right  
6           hand and taking an oath? Your comments are subject  
7           to cross-examination and go in the record, so we  
8           need to make sure that --

9           MR. HASELKAMP: Ma'am, I cannot under -- since  
10          I walked in here, okay, I cannot understand half or  
11          three-quarters of what you are saying. They need  
12          to turn this thing up.

13          MR. WATROUS: Mr. Haselkamp.

14          MR. HASELKAMP: Yes, sir.

15          MR. WATROUS: Are you willing to take an oath  
16          to say that --

17          MR. HASELKAMP: Yes.

18          MR. WATROUS: -- you are telling the truth  
19          today?

20          MR. HASELKAMP: Yeah.

21          MR. WATROUS: That's what Ms. Passidomo was  
22          asking you.

23                   (Whereupon, Chairman Smith administered the  
24          oath.)

25          MR. HASELKAMP: Yeah.

1           CHAIRMAN SMITH: You are recognized to present  
2 your testimony. Thank you.

3                           PUBLIC COMMENT

4           MR. HASELKAMP: I am sorry, I find that very  
5 funny.

6           It's not this gentleman here who I have no  
7 idea what he said at the beginning of speaking to  
8 us. Am I correct that these three people here are  
9 from CSWR?

10          CHAIRMAN SMITH: Yes.

11          MR. COX: Yes.

12          MR. HASELKAMP: Okay. I have one -- a bunch  
13 of questions here that really concerns you guys, I  
14 believe, okay.

15                 I have many issues with the government here in  
16 Citrus County, Rolling Oaks, slash, CW -- CSWR, et  
17 cetera. And I just retired a short while ago and  
18 -- oh, he left. I would like to second the  
19 gentleman that was before me's -- what he said  
20 about Beverly Hills.

21                 I have lived in Beverly Hills for 23 years,  
22 and my solution to the problem, which CSWR is only  
23 part of it, is find someplace else to live, because  
24 Citrus County is going straight down the toilet,  
25 and it's not a place that I care to live the rest

1 of my life.

2 My question for you folks is why is this  
3 meeting at nine o'clock in the morning? The vast  
4 majority of the people that live in Beverly Hills  
5 are working people. Yes, there are a lot of  
6 retired people, et cetera, okay. But this meeting  
7 needs to be held at five or six o'clock at night,  
8 when working people can show up, and this room  
9 would probably be overflowing with people if it was  
10 at an appropriate time like that. That's all I am  
11 going to say about that one.

12 I really do not understand what he mentioned  
13 about the -- what temporary rate hike, or whatever,  
14 okay. In my estimation here, and these folks have  
15 inherited Rolling Oaks' past -- a lot of crap,  
16 okay. Rolling Oaks, for years, have asked for the  
17 moon and gotten 10 percent of what they asked for  
18 and been very happy about it, but in the meantime,  
19 we are all the ones who are taking in the shorts  
20 paying for it.

21 Back to the boil water that he said, okay. I  
22 have heard about this here today. This is the  
23 first that I have heard of this. If there was a  
24 boil water advisory, or whatever, in Beverly Hills,  
25 why was not every single person that lives there

1 notified of this? Because it's the first I heard  
2 of it, and it's like, okay, so what, I have been  
3 drinking polluted water?

4 When this gentleman was up here speaking  
5 before, I don't know what his rhetoric was about  
6 other places with Sunshine something or whatever.  
7 I could care less. I don't care how many other  
8 utility companies CSWR has bought out their  
9 conglomerate, or whatever else. I live here. I  
10 care about Beverly hills and the area here. And he  
11 is going, oh, geeze, this is so terrible. That's  
12 so terrible. Well, maybe they should have  
13 investigated this before they bought it.

14 I am sorry, I am trying to read my terrible  
15 handwriting here.

16 The other one, directly to you guys, you have  
17 owned Rolling Oaks for about two years now, am I  
18 correct? Okay. I know this is going to sound  
19 really picayune and whatever, okay, but correct me  
20 if I am wrong. You have no place local here that I  
21 can go pay my bill, am I not correct about that?  
22 You don't have an office?

23 MR. COX: You can pay your bill at Walmart,  
24 Walgreens, all that kind of stuff.

25 MR. HASELKAMP: Walmart will not take them.

1           MR. COX: We have a process you can do that,  
2           yeah, you can pay those --

3           CHAIRMAN SMITH: Mr. Haselkamp, we -- right  
4           now, we just -- you just direct all of your  
5           comments towards us. And if you have specific  
6           questions for the utility after, you can ask them,  
7           but that way we can have a clean record. So you  
8           just direct anything -- your comments are directed  
9           towards us and the quality of service that you have  
10          had with the utility. And then if you have  
11          specific questions for the utility, they have  
12          representatives here that can answer those  
13          questions about billing, or whatever, offices,  
14          whatever specific questions you have. But we  
15          need -- we can't have a dialogue, you are just  
16          going to be talking -- you just talk to us right  
17          now.

18          MR. HASELKAMP: And that's a large portion of  
19          the problem. I am done.

20          CHAIRMAN SMITH: Okay. Thank you, sir.

21          MR. WATROUS: Thank you, Mr. Haselkamp.  
22          Phil Caglianone.

23                                   PUBLIC COMMENT

24          MR. CAGLIANONE: Good morning. My name is  
25          Phil Caglianone. And like mostly the people that

1 spoke today, I am from Beverly Hills. We moved  
2 here a year-and-a-half based on a lot of research.  
3 We lived in Southern Florida, and it was just  
4 getting too expensive. The utilities, the water,  
5 everything, and life was too expensive there. So  
6 we moved up here. My sister-in-law lives up here,  
7 and we scouted the area probably for two months. I  
8 did a lot of micro searching on what utility bills  
9 would be, water, electric. We looked at the  
10 demographics. We did our homework. We found a  
11 beautiful house in Oakwood Village, and, you know,  
12 we are very happy there, but we have not -- and we  
13 did not expect the problems we were going to have  
14 with the water company.

15 I would say in the year-and-a-half we are  
16 here, at least five boil waters, a couple of them  
17 attributed to T-Mobile and other utilities. We had  
18 Comcast break a water main in our back yard last  
19 year, a four-inch main, and that's because the  
20 locating company, whoever is hiring them, they are  
21 awful. They were off three feet on the mark. Now  
22 they just hit that big one right by the library a  
23 week-and-a-half ago. That was a week-and-a-half of  
24 traffic being rerouted and people boiling water  
25 again.

1 I understand CSWR is a big conglomerate. I  
2 know they own a lot of water companies they go in  
3 and buy. Maybe they didn't do their due diligence  
4 on buying Rolling Oaks, because I don't think the  
5 service is that great. I have had problems with my  
6 meter. They come out, they act like they don't  
7 know what the office sent them out for, and it's  
8 really awful.

9 What I don't understand is I am looking at  
10 this yellow flier, and compared to these letters I  
11 guess we got from CSWR, the rates aren't even close  
12 of what they got as an interim and what they want  
13 as a final compared to final here. If I am  
14 correct, if everything is passing what they want, I  
15 am going to have a \$34 increase again.

16 Like the gentleman said, we are mostly  
17 retired. I am on Social Security only. I have no  
18 other income. And every time I get this, we have  
19 to cut something else. And as you are, you know,  
20 all aware, our food bills, our gas prices are just  
21 continue to go high. And as this war goes on, it  
22 will be worse. So I cannot just have a \$34  
23 increase like it's nothing. I am not working. My  
24 wife is not working.

25 All of us in Oakwood Village, I would say 90

1 percent of us are all retired. We can't absorb  
2 this. I don't think the service is great.  
3 Certainly when we have to boil water, that's not a  
4 good thing. And, again, I know some of it is not  
5 their fault. They inherited some old equipment,  
6 and again, maybe they just didn't read everything  
7 well enough to see maybe it wasn't a good  
8 investment, but they are just slow to react to  
9 everything, just very slow.

10 And, you know, my big thing here today is when  
11 I looked at what you guys were giving them as an  
12 interim, which was a dollar on the wastewater and  
13 \$4 on the water, on the water, you are giving them  
14 \$4, they want \$32, so they want another \$20 on top  
15 of what the interim was. I think that's  
16 ridiculous. They are not a great water company.

17 In Jacksonville, we had a water and electric  
18 company together, and I was getting \$150 bills for  
19 that water, and we can see where that money was  
20 spent. They had new vehicles every year on the  
21 road. But this here, it's not just Beverly Hills.  
22 It's most of this county. It's a lot of retirees.

23 We cannot afford these kind of increases. I  
24 mean. Even a \$20 increase to me just throws our  
25 budget off. It's something I am cutting out,

1 usually food, or we are just deciding not to drive  
2 the week. And at 70 years old, we should be  
3 enjoying our life, not worrying about if we are  
4 going to be able to pay our utility bills.

5 So I think the proposed rates that I see in  
6 this yellow flier are absolutely ridiculous and not  
7 fair to the customers here, whether it be in the  
8 county, Beverly Hills specifically -- I don't know  
9 what else to say. It's sad that at my age, or  
10 anybody who is retired, that we have to worry about  
11 not being able to put food on the table, or like he  
12 said, going and waiting in line and getting food.  
13 I hate to see those lines. It's awful, you know,  
14 that people in America have to do that. But in  
15 this county, then to turn around and say, hey, we  
16 want \$34 here between the wastewater and the water,  
17 and, you know what, you are going to pay it,  
18 because ultimately, everywhere I lived, whether it  
19 be in Jackson County or in Broward County, whatever  
20 the utilities wanted, they got.

21 So I don't know. I think I am just talking to  
22 the choir here. Nothing is going to get acted on.  
23 I feel that next week I get a letter, and  
24 everything was approved, and even the few people  
25 that came up to speak, our words mean nothing.

1           And I do agree with the last gentleman. I  
2 know you do have a five o'clock meeting, but I  
3 don't want to drive an hour to Ocala. I would have  
4 loved to be here at 5:00 and not get up this early  
5 and get everything ready, but I think you should  
6 have had two meetings each day, whether it be Ocala  
7 or here, and a lot more people would have showed  
8 up.

9           I am a little embarrassed, because there are a  
10 lot of retirees in my neighborhood and in Beverly  
11 Hills, so this is pretty sad to see. I mean, I am  
12 fighting for everybody there, as long as -- as well  
13 as the other four people, but, man, you got to  
14 speak up. If you are not happy about something, if  
15 you don't have a voice and you don't speak, shame  
16 on you. But for me and my wife, I can't afford  
17 this rate increase. Even, like I said, 10 or \$20,  
18 it makes -- I got to go to the budget and change  
19 things. And you have seen the price in the grocery  
20 stores. You have seen the gas, the gas is up now  
21 50 cents in two days. And as long as this stuff  
22 goes on out of our country and out of our control,  
23 we just keep eating everything. I can't keep  
24 eating everything.

25           I don't want to go back to work. I worked 60

1 years not to do this, and this is not why I moved  
2 to Beverly Hills. I moved here to enjoy the rest  
3 of our life. So I hope you take everything in  
4 consideration and make a smart choice on the rate  
5 increase proposed.

6 MR. WATROUS: Thank you, Mr. Caglianone.

7 Madam Chair, currently, I have no one else on  
8 the list. Are there any customers here who have  
9 not spoken who wish to speak?

10 CHAIRMAN SMITH: All right.

11 MR. WATROUS: I don't believe there are.

12 CHAIRMAN SMITH: Seeing none.

13 So, staff, I guess we have -- we do have  
14 exhibits now that we have already marked.

15 MR. DOSE: Yes. We will have 74 and 75 added  
16 to the CEL.

17 CHAIRMAN SMITH: Okay.

18 MR. CAGLIANONE: I am sorry, Chairman, just  
19 one other thing.

20 CHAIRMAN SMITH: Yes, sir.

21 MR. CAGLIANONE: Whatever you guys decide, can  
22 someone explain why the rates on here are not the  
23 rates that we were provided by the water company,  
24 or whoever created these? I mean, they don't even  
25 come close to what they want and what they said

1           they wanted on these white sheets.

2           CHAIRMAN SMITH: I will direct -- we have  
3           staff members in the back over there that helped  
4           kind of prepare the yellow sheets that you have and  
5           so they can look at those after --

6           MR. CAGLIANONE: Yeah, I mean, they are like  
7           50 percent off.

8           CHAIRMAN SMITH: -- the hearing, because I am  
9           -- yeah, they will be able to help you with those  
10          specific questions.

11          MR. CAGLIANONE: Okay.

12          CHAIRMAN SMITH: So I -- the only thing I want  
13          to -- I will reiterate, I recognize it's tough as  
14          far as us trying to pick a time. We are just  
15          trying to find, as far as finding the location  
16          accommodations and making sure -- our goal is to  
17          get as many of you -- to get as much feedback as we  
18          can, because that helps us make the best decision  
19          that we can. I know it's never going to be perfect  
20          as far as the timing. That's why I did say there  
21          is an opportunity to submit written comments.

22          We also have a virtual meeting, so those  
23          neighbors that you have that are working right now  
24          and that couldn't come here, that they can  
25          absolutely sign up and call. That's March 31st at

1           6:00 p.m. Please tell them that they can call at  
2           that time. It's exactly like if they were here. I  
3           know it feels -- it's important for you to show  
4           your face in front of us. We appreciate that, but  
5           we are just trying to do the best that we can as  
6           far as finding the time and everything. We  
7           recognize -- we appreciate that you guys did make  
8           the time to be here, but please let -- you know, we  
9           still have another customer service hearing that  
10          will be all virtual, and it will start at 6:00  
11          p.m., so hopefully that time should work better for  
12          people after work.

13                 And there are those -- all the information  
14          about that service hearing and everything are on  
15          those yellow sheets on the table, so if you, you  
16          know, you don't need to put in your calendars or  
17          anything, just grab that sheet and you will have  
18          it. And there is a customer comment card on that  
19          as well, so you can submit your comments that way  
20          as well.

21                 Commissioners, do we have anything else to  
22          add?

23                 Okay. Well, we appreciate all of you being  
24          here. Thank you for taking the time, and that  
25          concludes this service hearing.

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(Proceedings concluded.)

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CERTIFICATE OF REPORTER

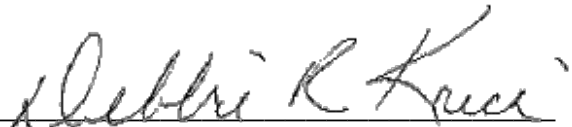
STATE OF FLORIDA )  
COUNTY OF LEON )

I, DEBRA KRICK, Court Reporter, do hereby  
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same has been transcribed under my direct supervision;  
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DATED this 19th day of March, 2026.

  
DEBRA R. KRICK  
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