

Jenae Thornberry

From: Jenae Thornberry on behalf of Records Clerk
Sent: Tuesday, September 24, 2024 8:11 AM
To: 'Todd G.'
Cc: Consumer Contact
Subject: RE: Docket No. 20240068-WS

Good Morning Todd Gable,

We will be placing your comments below in consumer correspondence in Docket No. 20240068, and forwarding them to the Office of Consumer Assistance and Outreach.

Thank you.

Jenae Thornberry

Commission Deputy Clerk I
Florida Public Service Commission
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From: Todd G. <tgable78@duck.com>
Sent: Monday, September 23, 2024 9:28 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket No. 20240068-WS

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Dear Commissioners,

I am writing to formally challenge the recent rate increase request submitted by Sunshine Water Services on Docket No. 20240068-WS. As a concerned customer and resident of Seminole County, I believe this proposed increase is unjustified and places an additional undue financial burden on our community.

1. Unfair Cost Allocation: It has come to my attention that the water utility is attempting to use our area to offset financial losses incurred in South Florida. This practice is unfair and places an

unreasonable burden on our community. Each region should be responsible for its own financial management and not be penalized for the inefficiencies or financial issues of another area.

2. Lack of Justification for Increased Costs: The Sunshine Water Services has not provided sufficient evidence to justify the need for continued rate increases. The last approved rate adjustment was in June 2, 2024 (WS-2024-0019), and since then there have been no significant changes in the operational costs that would warrant another substantial rate increase. Sunshine Water Services should provide a detailed breakdown of the costs that have risen in Seminole County and explain why these cannot be managed within the current rate structure. In neighborhoods near ours where Seminole County is the utility provider, rates are significantly lower than Sunshine ([Water Rates | Seminole County](#)). I have attached the Seminole County water rates for your reference.

3. Impact on Customers: The proposed rate increase will disproportionately affect low-income households and fixed-income residents, who are already struggling with the rising cost of living and insurance costs. It is essential to consider the economic impact on these vulnerable groups before approving any rate adjustments.

4. Quality of Service: There have been numerous complaints regarding the quality of service provided by Sunshine Water Services to the point where Seminole County considered purchasing the utilities local operation to help residents and protect the Wekiva River ([Seminole studies buying water utility to protect Wekiva River, ease complaints | Orlando Sentinel](#)). Issues such as frequent service interruptions, poor water quality, and inadequate customer service have been reported. Approving a rate increase without addressing these service quality issues would be unfair to the customers.

5. Alternative Solutions: Before approving a rate increase, the Commission should explore alternative solutions such as improving operational efficiencies, reducing non-essential expenditures, and seeking state or federal grants to offset costs or transition operation in Seminole County to the County. These measures could help manage expenses without passing the burden onto the customers.

In conclusion, I urge the Florida Public Service Commission to thoroughly review the rate increase request and consider the points raised above. It is crucial to ensure that any rate adjustments are fair, justified, and do not disproportionately impact the community.

Thank you for your attention to this matter.

Sincerely,

Todd Gable