

Dear Public Service Commission,

10/18/2024

I received in the mail your "Initial Customer Notice" for another rate hike by Sunshine Water Services in Seminole County, Florida.

I would like to begin by saying that every time we turn around, Sunshine is asking for/and being approved rate hikes. This started with their initial takeover from the previous water company – I believe that to be OUC. They doubled the rates.

There is nobody in my entire development who is happy with this company, their responses, and their service. It is discussed routinely on the neighborhood NET column that allows neighbors to discuss matters/issues with other neighbors.

A couple months ago Sunshine came through our community – Wekiva Subdivision – with notices to install backflow systems or face penalties. What a nice, personable letter it was!!

I secured an installer, but Sunshine fought me on the location. My water supply meter was located in the concrete sidewalk with a lid for access. This sidewalk is a very main thoroughfare for children headed down the street to an elementary school – walking and on bikes, scooters etc. Sunshine wanted to locate the new backflow sticking out of the ground six inches off that sidewalk. Two different inspectors confirmed it should be there. I assured them that unless I received a signed hold-harmless letter from Sunshine, they were not going to touch the meter and I would get a lawyer to fight the backflow installation. I was NOT going to be responsible for some kid getting hurt or an adult tripping over that backflow walking their dog at night. That brought Sunshine results of relocation.

Upon installation, there were no less than 7 Sunshine workers at a given time with 5 leaning on shovels. Five trucks and seven workers here to move that meter over to my property. Oh, and all the trucks running the whole time with air conditioning to keep the empty trucks cool just in case. Can't imagine the wasted fuel

Upon installation of the backflow, my certification guy then came and certification was given, tags attached and confirmation he was notifying Sunshine OF certification. I'm now getting continual letters from them that it has never been installed. Further, there was a Sunshine Truck across the street recently checking a meter. I asked him to please come over when he was done to verify what

RECEIVED-PRSC  
2024 OCT 22 AM 10:13  
PUBLIC SERVICE COMMISSION  
TALLAHASSEE, FLORIDA

Sunshine could not or would not verify on their own – the backflow was installed. He said he would. I got busy doing something else and noticed he had gone further down the street to another meter and then disappeared altogether. Never did come back.

This is the kind of service and the reason for all the neighbor discussion on this piss-poor company. My observation? The right hand does not know what the left hand is doing. So, they want another rate increase to pay for that inept, very screwed up company.

I would like a response to this letter when the time comes for why Tallahassee just keeps on giving rate increases without EVER actually coming to find out what is really going on.

A handwritten signature in black ink, appearing to read "Donald R Zimmer". The signature is fluid and cursive, with a large initial "D" and "Z".

Donald R Zimmer

130 Cambridge Drive

Longwood, FL 32779

407-948-5468

**DONALD R. ZIMMER  
130 CAMBRIDGE DRIVE  
LONGWOOD, FL 32779**

ORLANDO FL 328

18 OCT 2024 PM 6 L

DISTRIBUTION CENTER

2024 OCT 22 AM 8:40

As in past elections,  
USPS is r  
if you choose by mail,  
please mail e



*Florida Public Service Com.  
Director, Office of Commission Clerk  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0870*

32399-087099

