

Jenae Thornberry

From: John Plescow
Sent: Tuesday, November 26, 2024 4:24 PM
To: Consumer Correspondence; Consina Griffin-Greaux
Subject: FW: docket 20240068 - please send to Clerk's offic
Attachments: Docket 20240068-WS; E-Form Other Complaints TRACKING NUMBER: 197949

Please, add to docket 20240068.

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us>
Sent: Tuesday, November 26, 2024 2:28 PM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: docket 20240068 - please send to Clerk's offic

John,
Please forward to clerk's office. Docket 20240068

Thanks

Jenae Thornberry

From: Sandy McFarlin <sandymcfarlin@hotmail.com>
Sent: Monday, November 25, 2024 9:36 AM
To: Consumer Contact
Subject: Docket 20240068-WS

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

We are opposed to the rate increase for Sunshine water because of the following issues:

In the letter notifying the customer of a rate increase Sunshine states they have not had a rate increase since 2020, which is false. Sunshine had a rate increase in 2/24 and 09/24.

Sunshine water also states in the letter to stay profitable they need this increase in rates but doesn't state what exactly is "profitability" is.

Where does the customer find Sunshine's financials and does the PSC review this before making a decision on a rate increase?

We believe sunshine does not deserve a rate increase at this time as they cannot answer our questions on who will pay for repiping and new meters. We asked if Sunshine was going to apply for any grants to offset these updates and costs instead of just passing it onto the customer they couldn't answer any of these questions. Also, their "third party" billing company doesn't get back with you, we literally have to take pictures of our meter each month to verify it is accurate, the MyUtility "APP" is not up to date with the history months. How does all of these issues warrant a rate increase?

Thank you,
Sandy & Rob McFarlin
Customer of Sunshine Water
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Jenae Thornberry

From: consumerComplaint@psc.state.fl.us
Sent: Monday, November 25, 2024 10:23 AM
To: Consumer Contact
Subject: E-Form Other Complaints TRACKING NUMBER: 197949

CUSTOMER INFORMATION

Name: Barbara Brown
Telephone: 4076827696
Email: barb2435@yahoo.com
Address: 398 Creekstone Ct Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Barbara Brown
Account Number: 2495893495
Address: 398 Creekstone Ct Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaints against Sunshine Water Services Company d/b/a Sunshine Wat

Details:

for the umpteenth time Sunshine is asking for a rate increase. It is unfathomable that we should be paying such high rates and they want even more. We have no where else to go for water service! No choice, none! Can you please keep the consumer's pocketbook in perspective this time? Give us some relief, please.