

**Jenae Thornberry**

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**From:** Jenae Thornberry on behalf of Records Clerk  
**Sent:** Monday, December 16, 2024 10:25 AM  
**To:** 'Ann Caradonna'  
**Cc:** Consumer Contact  
**Subject:** RE: Docket No. 20240068.WS

Good Morning,

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  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399  
[JThornbe@psc.state.fl.us](mailto:JThornbe@psc.state.fl.us)  
(850) 413-6457



*PLEASE NOTE: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your email message may be subject to public disclosure.*

**From:** Ann Caradonna <ann@tropicislands.com>  
**Sent:** Monday, December 16, 2024 9:19 AM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** Docket No. 20240068.WS

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Attached are my submitted comments about this docket to the Florida Public Service Commission.

*Ann Caradonna*  
3732 Watercrest Drive  
Longwood, FL 32779  
407-869-4750  
cell: 407-310-0802

Application for increase in water and wastewater rates by

## Sunshine Water Services Company

DOCKET NO. 20240068-WS

Name ANN CARADONNA

Address 3732 WATERCREST DRIVE  
LONGWOOD FL 32779

To submit your comments about this docket to the Florida Public Service Commission, please complete this comment form and return it by mail, or scan and email to the Commission Clerk at [clerk@psc.state.fl.us](mailto:clerk@psc.state.fl.us). Correspondence will be placed in the docket file.

CUSTOMER COMMENTS
<p>WE ALREADY PAY THE HIGHEST RATES IN THE STATE. MY WATER BILLS MONTHLY ARE \$400.00 TO \$600.00. THEY JUST ADVISED ME I HAD A LEAK FOR 2 MONTHS AND BILLED ME ALMOST \$600.00 BUT DIDN'T NOTIFY ME FOR 2 MONTHS AFTER THE LEAK. I RECEIVED 3 MONTHS BILLS AT ONCE WITH THE INFORMATION SHOWING THE PROBLEM. THEY ARE NOT A WELL RUN COMPANY. THEY HAVE HAD TOO MANY INCREASES IN PRICES. OUR RATES ARE TOO HIGH. THEIR METER ARE QUESTIONABLE. I DON'T TRUST THEM ANYMORE.</p>

FOLD & TAPE - See back for address

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