

Antonia Hover

From: John Plescow
Sent: Tuesday, January 21, 2025 10:28 AM
To: Consumer Correspondence; Lillian Barrios
Subject: FW: Docket 20240068
Attachments: E-Form Other Complaints TRACKING NUMBER: 198455

Please, add to docket 20240068.

From: Lillian Barrios <LBarrios@psc.state.fl.us>
Sent: Tuesday, January 21, 2025 10:27 AM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: Docket 20240068

Good morning,

Please forward this protest to the Clerk's office.

Thanks!

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Sunday, January 19, 2025 3:38 PM
To: Consumer Contact
Subject: E-Form Other Complaints TRACKING NUMBER: 198455

CUSTOMER INFORMATION

Name: Lynn London
Telephone: 4102060952
Email: Lynn.london29@gmail.com
Address: 17576 Saw Palmetto Ave Clermont FL 34714

BUSINESS INFORMATION

Business Account Name: Lynn London
Account Number:
Address: 17576 Saw Palmetto Ave Clermont FL 34714

Water County Selected: Lake

COMPLAINT INFORMATION

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

I am opposed to yet another rate hike! We are already double charged for waste water - first a standard charge for treatment and then a per gallon charge for treatment that is exorbitantly high. And to top it off, they finally open up reclaimed water, but it cost more to get it connected and the so-called savings isn't recovered until at least 5 years or more.. And they refuse to differentiate between irrigation with waste water calculations which also is incredibly over charging us because most of the water being consumed is in the yard and not being returned to waste water. Trying to reason with them falls on deaf ears now they're asking for yet another rate hike after just having one six months ago. This needs to be regulated by a government entity, not a for-profit business that is continuing to gauge us and we have nowhere else to go.