

Charlie Smith

CORRESPONDENCE
1/24/2025
DOCUMENT NO. 00432-2025

From: John Plescow
Sent: Friday, January 24, 2025 1:07 PM
To: Consumer Correspondence; Lillian Barrios
Subject: FW: 20240068
Attachments: E-Form Other Complaints TRACKING NUMBER: 198480; E-Form Other Complaints TRACKING NUMBER: 198472; E-Form Improper Billing TRACKING NUMBER: 198471; E-Form Other Complaints TRACKING NUMBER: 198468; E-Form Other Complaints TRACKING NUMBER: 198451; E-Form Other Complaints TRACKING NUMBER: 198447

Please, add to docket 20240068.

From: Lillian Barrios <LBarrios@psc.state.fl.us>
Sent: Friday, January 24, 2025 12:14 PM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: FW: 20240068

Good afternoon,

Please forward these to the clerk's office.

Thank you!

Charlie Smith

From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 20, 2025 10:15 PM
To: Consumer Contact
Subject: E-Form Other Complaints TRACKING NUMBER: 198480

CUSTOMER INFORMATION

Name: Michele Knecht
Telephone:
Email:
Address: 17480 Butterfly pea court Clermont FL 34714

BUSINESS INFORMATION

Business Account Name: Michele Knecht
Account Number:
Address: 17480 Butterfly Pea Court Clermont FL 34714

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Other Complaints against Sunshine Water Services Company d/b/a Sunshine Wat
Details:
Price keeps going up

Charlie Smith

From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 20, 2025 12:03 PM
To: Consumer Contact
Subject: E-Form Other Complaints TRACKING NUMBER: 198472

CUSTOMER INFORMATION

Name: Sophia Camejo
Telephone: 8182195881
Email:
Address: 17121 Basswood Lane Clermont FL 34714

BUSINESS INFORMATION

Business Account Name: Sophia Camejo
Account Number:
Address: 17121 Basswood Lane Clermont FL 34714

Water County Selected: Lake

COMPLAINT INFORMATION

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

They are wanting to raise the prices yet again. For what??? We are a family of 2, paying nearly \$200 a month!! This is a monopoly and looking to increase profits more.

No! They don't need more money!

Charlie Smith

From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 20, 2025 9:53 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 198471

CUSTOMER INFORMATION

Name: Marco Arjona
Telephone: 9713788300
Email: mrc.arjona@gmail.com
Address: 17540 Saw Palmetto Avenue Clermont FL 34714

BUSINESS INFORMATION

Business Account Name: Marco Arjona
Account Number:
Address: 17540 Saw Palmetto Avenue Clermont FL 34714

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Improper Billing against Sunshine Water Services Company d/b/a Sunshine Wat
Details:

Continual increase of rates to an already overly expensive service. All other communities around us that do not have Sunshine Water pay 2-3 times less of what we pay and they still continue to increase it.

Charlie Smith

From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 20, 2025 7:11 AM
To: Consumer Contact
Subject: E-Form Other Complaints TRACKING NUMBER: 198468

CUSTOMER INFORMATION

Name: Tara Mann
Telephone: 5082746619
Email: Minnie629@gmail.com
Address: 17628 Saw Palmetto Ave Clermont FL 34714

BUSINESS INFORMATION

Business Account Name: Tara Mann
Account Number:
Address: 17628 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:

My complaint is against yet another rate increase. I've been here almost 3 years and I'm pretty sure this is the third increase. I come from MA where I lived in the same house for 5 years and no increase and I paid much less. In this economy another increase would lid be detrimental to our cost of living. I hope this petition is voted down.

Charlie Smith

From: consumerComplaint@psc.state.fl.us
Sent: Sunday, January 19, 2025 2:11 PM
To: Consumer Contact
Subject: E-Form Other Complaints TRACKING NUMBER: 198451

CUSTOMER INFORMATION

Name: Brandon Travis
Telephone: 6784474767
Email: bktravis1@msn.com
Address: 17092 Goldcrest Loop Clermont FL 34714

BUSINESS INFORMATION

Business Account Name: Brandon Travis
Account Number: 3504134453
Address: 17092 Goldcrest Loop Clermont FL 34714

Water County Selected: Lake

COMPLAINT INFORMATION

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

We moved to FL almost 4 years ago. We live in Lake County and only have one source of water for our housing location. Sunshine water is a monopoly and has a choke hold on the customers. The cost of water has risen to almost 3 times what I have paid in the past. I served in the military for almost 30 years traveling the world. I am also a 90% disabled veteran. This is THE most I have ever paid for water. Sunshine just recently (within the last few months) raised its rates considerably and now wants another increase. Their increases have far exceeded the cost of living anywhere in the world. I am fairly certain that in the last 3 years that Sunshine has raised rates considerably at least 5 times. I hope the Florida State Commission will vote "NO" for this rate increase.

Charlie Smith

From: consumerComplaint@psc.state.fl.us
Sent: Saturday, January 18, 2025 8:49 PM
To: Consumer Contact
Subject: E-Form Other Complaints TRACKING NUMBER: 198447

CUSTOMER INFORMATION

Name: Zach Delph
Telephone: 6153052610
Email: zach.delph@gmail.com
Address: 17468 Butterfly Pea Ct Clermont FL 34714

BUSINESS INFORMATION

Business Account Name: Zach Delph
Account Number:
Address: 17468 Butterfly Pea Ct Clermont FL 34714

Water County Selected: Lake

COMPLAINT INFORMATION

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

We just got noticed that Sunshine Water wants to raise our rates once again. It said they had a meeting with this organization. I'm fed up with being fleeced by this water company. They are only out to make as much money as they can and they're far beyond the the premise of providing a utility. We have no way to fight this. It's unfair and frankly should be against the law. Because it's a utility service, they have no competition. Nothing to keep their greed in check. We are charged a ridiculous \$48.56 a month just to have water. That doesn't include our usage. And then they want to raise our rates once again? It's absurd. Thanks for taking the time to read this.