

Nickalus Holmes

From: noreply@psc.state.fl.us
Sent: Tuesday, March 03, 2026 03:06 PM
To: ocalamermaid@yahoo.com
CC: Consumer Contact
Subject: Docket Number - 20250052-WS

Good Afternoon, Sandra Fernandez,

We will be placing your comments below in docket correspondence in Docket No. 20250052-WS, and forwarding them to the Office of Consumer Assistance.

Sincerely,

Nickalus Holmes
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
850-413-6770

PLEASE NOTE: Florida has a very broad public record 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 comments may be subject to public disclosure.

From: ocalamermaid@yahoo.com
Sent: Monday, March 02, 2026 03:06 PM
To: Florida Public Service Commission
Subject: Docket Number - 20250052-WS

Description:

Customer Comment Id: 69

Are you a customer of CSWR-Florida Utility Operating Company, LLC: Y

Name: Sandra Fernandez

Phone: 3522163309

Email: ocalamermaid@yahoo.com

Address: 3270 NE 42ND PL, Ocala, Marion, FL 34479

Submit Date: Monday, March 02, 2026 03:06 PM

Comment: Prior to CSWR - when we had Tradewinds Utilities - we hardly ever had a service interruption in 19 years. This is about greed. CSWR agreed to provide services to Milwood Estates so they could build. It has been horrible service ever since. Sometimes the water tastes bad and I have not received a notice by text nor e-mail to boil water - but I know then that the pipe is broken just by taste. Their lack of service has caused local restaurants to suffer huge financial losses since they cannot operate without clean water, and have to close down from time-to-time due to no water service. This never happened with previous company. It is out of the question to raise the price of water for horrible service. Also, I caught them overcharging me to the tune of around \$100. Nothing was done about it until I called them out on it.