

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Cindy Downs

Electric Utility Provider : EM872 - Utilities Commission

Zip Code : 34472

Category : Other

Comments : Hello, We are forced to use Sunshine Utilities, it is a water company for subdivision of about 100 people. After the Hurricane they refused to rent or buy a generator to supply our subdivision with water. If you questioned them they would hang up on you. We were without water for 5 days. Even though Banks were closed with no power gas was short, I paid day after due date and they charged late charges witch was 1/3 of bill amount. I have noticed on Occasion they will also cut water off in less than the 10 days of notice and I truly believe after talking to technician they do this for extra money and it doesn't matter if you have never been late before. They refuse to stop cut off if you pay day of, you are required to pay \$40 even if you stop the cut off. I hate to complain but it was terrible here with no water, neighbors were using the bathroom in their yards. Thank you for reading.