

**Jacob Veughn**

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**From:** Jacob Veughn on behalf of Records Clerk  
**Sent:** Monday, May 17, 2021 1:49 PM  
**To:** 'arvil1212@aol.com'  
**Cc:** Consumer Contact  
**Subject:** FW: Sunny Shores Utility, LLC. Docket NO. 20200230-WU

Good Morning, Sharon France

We will be placing your comments below in consumer correspondence in Docket No. 20200230 and forwarding your comments to the Office of Consumer Assistance and Outreach.

**Jacob Veughn**

Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399  
[Jacob.Veughn@psc.state.fl.us](mailto:Jacob.Veughn@psc.state.fl.us)  
850.413.6656

**From:** Sharon France <arvil1212@aol.com>  
**Sent:** Monday, May 17, 2021 10:29 AM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** Fw: Sunny Shores Utility, LLC. Docket NO. 20200230-WU

[Sent from the all new AOL app for Android](#)

----- Forwarded Message -----

**From:** "Sharon France" <[arvil1212@aol.com](mailto:arvil1212@aol.com)>  
**To:** "[cathymills0810@gmail.com](mailto:cathymills0810@gmail.com)" <[cathymills0810@gmail.com](mailto:cathymills0810@gmail.com)>  
**Cc:**  
**Sent:** Sun, May 16, 2021 at 4:10 PM  
**Subject:** Sunny Shores Utility, LLC. Docket NO. 20200230-WU

Application for staff-assisted rate case in Manatee County by

Sunny Shores Utilities, LLC

DOCKET NO. 20200230-WU

Name Sunny Shores M/H Association Sharon France HOA  
president

Address 3801 115th ST W  
Bradenton, FL. Mail: PO. Box 171  
Cortez, FL 34215

To submit your comments about this docket to the Florida Public Service Commission, please complete this comment form and return it by mail, or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CUSTOMER COMMENTS

We do not have an office. Our hall has minimal usage - I get many calls on the water Co. A couple of years ago they asked to put a tap on the outside storage unit for drinking water. I gave permission they put their line on it during the summer/fall the line had a leak spraying water. 50% of our community are not here at that time this was a leak on their line and we had to pay 2000+ water bill for 3 mo. Our hall is used very little no main events. Library & Treadmill <sup>library</sup> maybe 2 events a year. We have no staff just volunteers I had 40+ calls last fall about the back flow's the people made arrangements for inspection they had new Tags on Meters w/dates. They received letter for shut off in May when most are gone, because their co. did not read the tags. The pressure in here is less than a pencil at times. They do not return calls at times at all.

email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such email or correspondence, upon request, for inspection and copying to any Florida citizen or any member of the media.

Sunny Shores Utilities, LLC

DOCKET NO. 20200230-WU

Name Sunny Shores MH Association Sharon France HOA  
president  
Address 3801 115th St W  
Bradenton, FL Mail: P.O. Box 171  
Cortez, FL 34215

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CUSTOMER COMMENTS
We do not have an office. Our hall has minimal usage - I get many calls on the water Co. A couple of years ago they asked to put a faucet on the outside storage unit for chking water. I gave permission they put their line on it during the summer/fall the line had a leak spraying water 50% of our community are not here at that time this was a leak on their line and we had to pay 200 <sup>00</sup> + water bill for 3 mo. Our hall is used very little no main events. Library & Treadmill <sup>1 hour</sup> maybe 2 events a year. We have no staff just volunteers I had 40+ calls last fall about the back fl's the people made arrangements for inspection they had new Tags on Meters w/dates. They received letter for shut off in May when most are gone. because their co. did not head the tags. The pressure in here is less than a pencil at times. They do not return calls at times at all.

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Sunny Shores Utilities, LLC

DOCKET NO. 20200230-WU

Name Gene France  
Address 3807 117<sup>th</sup> ST W # 3803 117<sup>th</sup> ST W.  
Bradenton, Fl. 34210

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CUSTOMER COMMENTS

This company is terrible we had good service w previous company Our water pressure is so bad at times you cannot take shower or it takes forever to do the dishes - or laundry. Last year late Summer they did a meter chg 2 doors down. With previous water Co we had a 24 hr boil water. This Co. from Wed to the following Mon eve before we could not boil water. This is not acceptable. They do not answer the phone messages are not returned until last week I reported them to a different # we had for the waterco. they called me back Water Usage for 3 mo below  
3803 9/25/20-12/26/20 7450 - 12/26/20-3/29/21-5960 gal.  
we have never in 20 years went over 3500 water use gal 9/25/20-12/26/20 6830 gal. 12/26/20-3/29/21 8860 gal.

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We experienced backflow inspections last week. The backflow were inspected last October and November. The new tags were put on them with inspection dates. 50% of the homes are winter residents that go home in April and early May. This week 5-6 months after inspections 50-60 PEOPLE got shut off notice. Why did they wait this long to do their job making sure they were inspected. When they are inspected they get a new tag that is dated. The meter reader can see these as they are attached to the backflow. This is one of several instances. They are not answering messages or returning calls from their answering machine Ect. Our water pressure is as small as a pencil a lot of the time. I do not believe that the increase is necessary for the service we receive. Respectfully Sharon France HOA President

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[Sent from the all new AOL app for Android](#)