

Lorena Hollett

From: Lorena Hollett on behalf of Records Clerk
Sent: Friday, June 2, 2023 11:44 AM
To: 'christykeys'
Cc: Consumer Contact
Subject: RE: Sunny shores water co. Rate increase

Good morning, Sharon France.

We will be placing your comments below in consumer correspondence in Docket No. 20220185, and forwarding your comments to the Office of Consumer Assistance and Outreach.

Regards,

Lorena Hollett
Commission Deputy Clerk II
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6758

From: christykeys <christykeys@yahoo.com>
Sent: Friday, June 2, 2023 9:57 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Cc: Sharon France <arvil1212@aol.com>
Subject: Sunny shores water co. Rate increase

From: sunny Shores M.H. Association
3800 115th st. W.
Bradenton, Fl. 34210

Re: Sunny Shores Utilities, LLC
DOCKET NO.20220185- WS

Sent from my Galaxy

The main complaints I get from our members is water pressure. Extended boil water advisories and not being able to get a call back from the recordings on many levels. Often is wrong information on the bill for new owners. Water bills that have been paid having their water cut off. I personally try to deal with Adriana. The main complaints I get are their confusion and not getting called back when leaving a message. On the subject of boil water advisories, I get many calls. I have lived in Sunny Shores since 1989 and the previous S.S. Water Co. Boil water was NEVER over 48 hrs.

Respectfully
Sharon France
HOA President

Manatee County advised me that 48 hrs. Is a normal boil water to be expected for their customers. I talked to them last year after the county inspection when the advisory lasted approximately 5 days.