

Antonia Hover

From: John Plescow
Sent: Wednesday, July 5, 2023 4:15 PM
To: Consumer Correspondence; Consina Griffin-Greaux
Subject: FW: Please review and reply, tks.

This appears to be an index. Please, add to the undocketed file.

-----Original Message-----

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Monday, July 3, 2023 4:41 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Delay in Service TRACKING NUMBER: 191292

CUSTOMER INFORMATION

Name: Steven & Michele Brindle
Telephone: 4072340438
Email: michele.brindle@me.com
Address: 617 Fox Valley Dr Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Steven & Michele Brindle Account Number:
Address: 617 Fox Valley Dr Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Delay in Service against Sunshine Water Services Company d/b/a Sunshine Wat
Details:

Hello FPSC, We've been in our home close to 30 years in Seminole County Florida. When we first moved in our monthly water bill was \$26/mth (not including irrigation) and now it's about \$100/mth. We receive rate increase letters through the year and would be interested in ways to curb the costs. Our usage is not necessarily higher than years ago. But the per usage rate is skyrocketing. We are not aware of any programs (rain barrel programs or others) that would help reduce these costs. We'd even be interested in a gray water system that would reduce wastewater from going back to the plant to be processed. We are billed for outgoing water at the same time as incoming water yet it may not even be going back to the treatment plant. Suggestions? Thank you