

Jenae Thornberry

From: Jenae Thornberry on behalf of Records Clerk
Sent: Tuesday, September 17, 2024 8:15 AM
To: 'SUSAN ALOISIO'
Cc: Consumer Contact
Subject: RE: Docket No.20240068-WS

Good Morning Susan Aloisio,

We will be placing your comments below in consumer correspondence in Docket No. 20240068-WS, and forwarding them to the Office of Consumer Assistance and Outreach.

Thank you.

Jenae Thornberry

Commission Deputy Clerk I
Florida Public Service Commission
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From: SUSAN ALOISIO <sfaloisio@embarqmail.com>
Sent: Tuesday, September 17, 2024 6:27 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>; mfriedman@deanmead.com
Subject: Docket No.20240068-WS
Importance: High

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In response to your recent publication included with my ever increasing water bill from Sunshine Water Services Company, please consider this my request to deny ANY increases for the following reasons:

1) My water bill has tripled since I purchased my property in 2002. While I understand that living expenses increase, there is no explanation for the the exhorbitant rates this company charges. The number of customers has substantially increased during that time, which should be offsetting such a dramatic increase. The size of my home and the number of occupants has not changed and, therefore, does not warrant, this cost. I have many acquaintances who residen in the City of Altamonte Springs, which has their own water department with larger condos than my home and they are paying 1/4th what I am, so it can be done!

- 2) The quality of water is awful. I continuously have black residual around my faucets, rings and scaling in the toilets, etc. The cat won't even drink it!
- 3) We have had a serious flooding issue in my community (Shadowbay Club) and have had NO assistance from any public entity to help facility the drainage, i.e. pump, including Sunshine.
- 4) I can NOT afford another increase for the same amount of service. I know of a home in another close subdivision, which is a 4/2 with a pool, 4 residents, who is paying less than I am in a 2/2, one resident - I'm failing to see how this works!!
- 5) I was invited to speak with your commission on a public call approximately 2 years ago regarding the increase back then, but evidently failed to be successful!

PLEASE DO NOT GRANT ANOTHER INCREASE!!! Thank you!!

Susan Aloisio
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