

Antonia Hover

From: John Plescow
Sent: Monday, September 23, 2024 10:49 AM
To: Consumer Correspondence; Cassandra Williams
Subject: FW: E-Form Other Complaints TRACKING NUMBER: 197005

Please, add to docket 20240068.

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Saturday, September 21, 2024 12:01 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaints TRACKING NUMBER: 197005

CUSTOMER INFORMATION

Name: David Potts
Telephone:
Email:
Address: 7558 Eaglet Ct. Fort Myers FL 33912

BUSINESS INFORMATION

Business Account Name: David Potts
Account Number:
Address: 7558 Eaglet Ct. Fort Myers FL 33912

Water County Selected: Lee

COMPLAINT INFORMATION

Complaint: Other Complaints against Sunshine Water Services Company d/b/a Sunshine Wat

Details:

To the best of my knowledge, referenced utility has applied for and received rate increases at every legal opportunity. Initially, waste water rates were to be based upon water usage. At some point (years ago) that stopped. We have been paying an ever increasing flat rate which is now over \$79 per month. Add the "convenience fee" for online/auto pay (since no matter how far in advance you pay by check they never seem to get it before the due date) and we currently pay over \$80 per month. I am a disabled/retired first responder living on a fixed income with my wife. Utilities should not be allowed to continually raise rates with no apparent reason or increase in service or quality of service.