

Jenae Thornberry

From: Jenae Thornberry on behalf of Records Clerk
Sent: Tuesday, September 24, 2024 8:08 AM
To: 'Elizabeth Elgrim'
Cc: Consumer Contact
Subject: RE: Docket No. 20240068-WS

Good Morning Marion Stephanz,

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

Thank you.

Jenae Thornberry

Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399
JThornbe@psc.state.fl.us
(850) 413-6457

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From: Elizabeth Elgrim <mee941@gmail.com>
Sent: Monday, September 23, 2024 8:07 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>; Amber Norris <amnorris@psc.state.fl.us>
Subject: Docket No. 20240068-WS

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Dear Commission,

I am writing to you to express my strong opposition to Sunshine Water Services (SWS) application requesting a total of 10.36% increase in the rate of turn on equity, a Please deny approval of Sunshine Water Services rate increase request.

Now is not the time to place any kind of additional financial burden on our residents. As we all know well, the COVID-19 pandemic followed by record inflation has taken a catastrophic toll on not just this community, but the country as a whole. Our residents are suffering through the severe economic impacts that this has had on each and every individual. While recent news of interest rate reductions has been spread, it has not had an impact on our community directly! Our neighboring city's of Altamonte Springs Water and Utility, Orlando Utilities Commission, or Seminole County Utilities rates are nowhere near what SWS currently charges, none the less the almost double what they are asking for approval. I have attached and screenshot the current surrounding rates for comparison:

Courtesy Pool Fill Credit Policy



Wat
Use t

Go Green! Sign Up For E-billing

Effective 10-0

Water And Sewer Accounts Online

CONTACT INFORMATION

WATER & WASTEWATER CUSTOMER SERVICE

Mailing Address

P.O. Box 958443

Lake Mary, FL 32795-8443

Physical Address

500 W Lake Mary Blvd

Sanford, FL 32773-7499

Email: WSCustomerService@seminolecountyfl.gov

Phone: (407) 665-2110

Fax: (407) 665-2125

Hours: Monday - Friday: 9:00 AM - 5:00 PM

[Locate Us](#)

Water (per ER

- 4% utility tax
- Those within C

Sewer (per ER

- Sewer stops b



The *Reliable One*[®]

Water Rate Schedule

Effective October 1, 2023

MONTHLY RATE FOR CUSTOMERS INSIDE CITY LIMITS

SERVICE CHARGE (Includes no consumption)

Meter Size	Regular Service Amount
5/8"	\$ 10.00
1"	\$ 14.50
1 1/2"	\$ 22.00
2"	\$ 31.50
3"	\$ 59.50
4"	\$ 100.75
6"	\$ 213.25
8"	\$ 363.25
Larger Sizes	\$ 569.50

VOLUME CHARGE (per 1,000 gallons)

ALL RESIDENTIAL SINGLE FAMILY AND ALL OTHER 5/8" METERS

POTABLE WATER

First 3,000 gallons	\$ 0.75
Next 4,000 gallons	1.25
Next 12,000 gallons	2.00
Next 11,000 gallons	7.25
All consumption over 30,000 gallons	12.40

IRRIGATION WATER

First 19,000 gallons	\$ 2.00
Next 11,000 gallons	7.25
All consumption over 30,000 gallons	12.40

FOR COMMERCIAL POTABLE WATER METERS 1" AND GREATER

All consumption	\$2.00
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FOR COMMERCIAL IRRIGATION METERS 1" AND GREATER



UTILITY RATES & CHARGES

WATER, SEWER & RECLAIMED WATER
 (Water & Sewer Rates are per 1,000 Gallons)

	<u>Inside City Limits</u>	<u>Outside City Limits</u>
<u>Residential Rates (Class A)</u>		
Potable Water		
Facility charge	\$4.39	\$5.45
0 - 3,000 gallons	1.57	1.93
Next 4,000 gallons	3.02	3.78
Next 23,000 gallons	3.78	4.76
Over 30,000 gallons	4.76	5.90
Sewer		
Facility charge	\$8.75	\$10.94
0 - 3,000 gallons	2.86	3.34
Next 4,000 gallons	5.77	6.81
Next 4,000 gallons	6.04	7.07
Over 11,000 gallons	55.82	65.54
Reclaimed Water		
Availability charge	\$5.47	\$5.47
Use charge up to one acre	11.54	14.13
Use charge for each additional 1/2 acre	3.33	4.15
<u>Commercial \ Business Rates (Class B)</u>		
Potable Water		
Facility charge	\$4.51	\$5.64
0 - 3,000 gallons	1.58	2.00
Next 4,000 gallons	3.12	3.91
Over 7,000 gallons	3.91	4.91
Sewer		
Facility charge	\$9.08	\$11.35
0 - 3,000 gallons	3.00	3.51
Next 4,000 gallons	6.05	7.09
Over 7,000 gallons	6.29	7.39
Reclaimed Water		
Availability charge	\$5.47	\$5.47
Usage (per 1,000 gallons)	1.34	1.67

Not only is what Sunshine Water Services asking for beyond egregious, an increase in water rates at this time would be rubbing salt into the wound of all Sunshine Water Service customers. Being compassionate means putting ourselves in others' shoes and understanding that everyone has their own battles they may be facing. SWS customers are small

business owners who are struggling to keep their doors open. SWS customers are adults who have lost their jobs and are trying their best to make ends meet in a widespread weakened economy. SWS customers are families who have trouble affording proper medical care or health insurance. SWS customers have not only themselves but their young children to support. SWS customers are being forced to decide between paying their water bill or putting food on the table for their families. Our residents should never be faced with such a decision. Above all, SWS customers are residents who should be given grace, especially during this time. This rate increase could very well be the additional burden that pushes a struggling individual over the edge financially. We need to do everything in our power to ensure this does not happen. A denial rate increase is not unheard of.. This decision, though it may seem like a small expense to some, was very impactful for many. It saved our residents from another added financial burden. Financial burdens turn into mental and emotional stressors. This economic situation has put mental, emotional, and financial strain on all of us. Taking care of our residents' well-being needs to be a priority. The decisions being made need to be consistent with the times we are living in and the new obstacles presented to all of us. Please deny approval of SWS's rate increase request

Marion Stephanz
107 Sweetbriar Branch
Longwood, FL 32750

Sent from my iPhone