

**Charlie Smith**

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**From:** John Plescow  
**Sent:** Tuesday, September 24, 2024 9:03 AM  
**To:** Consumer Correspondence; Consina Griffin-Greaux  
**Subject:** FW: Docket 20240068  
**Attachments:** E-Form Other Complaints TRACKING NUMBER: 197036; E-Form Other Complaints TRACKING NUMBER: 197035; E-Form Other Complaints TRACKING NUMBER: 197034; E-Form Improper Billing TRACKING NUMBER: 197033

Please, add to docket 20240068.

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**From:** Consina Griffin-Greaux <CGriffin@psc.state.fl.us>  
**Sent:** Tuesday, September 24, 2024 8:49 AM  
**To:** John Plescow <JPlescow@PSC.STATE.FL.US>  
**Subject:** Docket 20240068

Great Morning,  
Please forward to Clerk's office.

Thanks

C'Griffin

## Charlie Smith

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, September 24, 2024 6:18 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaints TRACKING NUMBER: 197036

### CUSTOMER INFORMATION

Name: Tricia scharffenberg  
Telephone: 4076401313  
Email: triciapilong@hotmail.com  
Address: 220 banbury Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Tricia scharffenberg Account Number:  
Address: 220 banbury Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

Details:

Rates have gone up so significantly since sunshine water took over. My usage has dropped by my average monthly bill has quadrupled and now they want to charge an extra \$600 for equipment. Where has all of the money from rate increases gone?

## Charlie Smith

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, September 23, 2024 9:37 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaints TRACKING NUMBER: 197035

### CUSTOMER INFORMATION

Name: Alexandra Barba Serrano  
Telephone: 9167645678  
Email: alebarba\_17@hotmail.com  
Address: 279 Torpoint Gate Rd Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Alexandra Barba Serrano Account Number:  
Address: 279 Torpoint Gate Rd Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

#### Details:

Sunshine water services is the most expensive water company in the state and their prices are outrageous, now they are asking for another increase on top of almost \$600 per home to change meters when they have already increased our rates. Please stop this as this is not fair to everyone in our community.

## Charlie Smith

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, September 23, 2024 9:22 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaints TRACKING NUMBER: 197034

### CUSTOMER INFORMATION

Name: Cassandra Snipper  
Telephone: 4074359088  
Email: meiersc2@hotmail.com  
Address: 354 Coble Dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Cassandra Snipper Account Number:  
Address: 354 Coble Dr Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

#### Details:

Over the past few years rates have increased to astronomical rates. This company is taking its costumers to build new towers and equipment that is not wanted. How is it even right that a company can just keep increasing their rates for the same product. This should be against the law. I have lived at the same residence for over ten years, my bill would average \$30-\$50 per month, now it is over \$200 per month. This is just insane and very unfair for this company to have a monopoly and that they are able to steal money like this. This has to stop. What rights as a citizen do I have in this manner?

## Charlie Smith

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, September 23, 2024 8:58 PM  
**To:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 197033

### CUSTOMER INFORMATION

Name: Robert Strenth  
Telephone: 4074162298  
Email: rstrenth@live.com  
Address: 357 Forest Park Circle Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Robert Strenth  
Account Number:  
Address: 357 Forest Park Circle Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Improper Billing against Sunshine Water Services Company d/b/a Sunshine Wat

Details:

The rates are going up yet again, yet our usage is relatively stable. To go from low 100s to high 200s and above is ridiculous.