

**Jenae Thornberry**

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**From:** Jenae Thornberry on behalf of Records Clerk  
**Sent:** Monday, September 30, 2024 9:06 AM  
**To:** 'Diane O halloran'  
**Cc:** Consumer Contact  
**Subject:** RE: Docket No. 20240068-WS - DUPLICATE

Good Afternoon Diane O'Halloran,

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

PLEASE NOTE: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your email message may be subject to public disclosure.

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

From: Diane O halloran <dohall1@aol.com>  
Sent: Friday, September 27, 2024 7:39 PM  
To: Records Clerk <CLERK@PSC.STATE.FL.US>  
Subject: Docket No. 20240068-WS - DUPLICATE

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I am writing as unfortunately I'm a customer of Sunshine Water in Seminole County. I am appalled and dismayed by the latest Huge rate increase proposed, in which this company will further Rape us consumers who have no choice but to use them - being a Utility they of course have a monopoly preventing us from being able to "shop around" for better service or rates. Companies who provide necessities of life such as Water especially should not be able to take advantage of people who are dependent on what they provide.

Upon first moving to Seminole County in 2012 my Sunshine Water bill was around \$22/mo. It has now risen to \$80+/mo. and this new Cost Increase will put it well over \$100/month. Why are they allowed to constantly charge more and more? It is totally unsustainable for Elderly Senior Citizens like me to afford as we live on Fixed Incomes.

I am begging that this most recent request Be Denied - someone has to look out for us Florida consumers and make utilities like Sunshine cut their internal expenses and “live within their means” like the rest of us have to.

Please do not let Sunshine Water gouge us helpless customers anymore. SOMEONE has to be on Our Side for a change.

Thank you.

Diane O’Halloran  
Dohall1@aol.com

Sent from my iPhone