

Jenae Thornberry

From: John Plescow
Sent: Monday, September 30, 2024 3:33 PM
To: Consumer Correspondence; Diane Hood
Subject: FW: To CLK Docket 20240068

Please, add to docket 20240068.

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

From: Diane Hood <DHOOD@PSC.STATE.FL.US>
Sent: Monday, September 30, 2024 3:17 PM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: To CLK Docket 20240068

By DHood

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Monday, September 30, 2024 2:35 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaints TRACKING NUMBER: 197147

CUSTOMER INFORMATION

Name: Diane OHalloran
Telephone: 8636600506
Email: Dohall1@aol.com
Address: 397 Winchester Place Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Diane OHalloran
Account Number: 3039184104
Address: 397 Winchester Place Longwood FL 32779

COMPLAINT INFORMATION

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

Details:

Docket # 20240068-WS, Sunshine Water Co. This complaint is about Sunshine once again trying to raise their fee amount. They have been continuously hiking their water rates. I moved to Seminole Cty & signed on with them in 2012, my water bill started at around \$22/mo, now I'm billed \$80/mo for the same amount & the new rate will go up approx, \$15 more dollars/mo. They need to be more fiscally responsible & live within their budget like Consumers do. Since they're a utility we are trapped into using them - they have a Monopoly & we can't "shop around" for other more reasonable water services. They have us "over a barrel" as Water is a necessity of life we cannot do without & they take advantage of this. I'm an Elderly Senior on a Fixed income like many neighbors & I cannot afford to pay these continuously rising rates. Please Stand Up for us the Customers here in Fla & Do Not Allow this latest attempt at Price Gouging.