

**Jenae Thornberry**

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**From:** John Plescow  
**Sent:** Tuesday, January 21, 2025 9:37 AM  
**To:** Consumer Correspondence; Lillian Barrios  
**Subject:** FW: Docket 20240068  
**Attachments:** E-Form Improper Billing TRACKING NUMBER: 198458

Please, add to docket 20240068.

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**From:** Lillian Barrios <LBarrios@psc.state.fl.us>  
**Sent:** Tuesday, January 21, 2025 9:35 AM  
**To:** John Plescow <JPlescow@PSC.STATE.FL.US>  
**Subject:** Docket 20240068

Good morning,

Please forward to clerk's office.

Thanks!

## Jenae Thornberry

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 19, 2025 4:54 PM  
**To:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 198458

### CUSTOMER INFORMATION

Name: Bruno Munhoz  
Telephone: 4075778206  
Email: brunomunhoz.ef@gmail.com  
Address: 17128 Basswood Ln Clermont FL 34714

### BUSINESS INFORMATION

Business Account Name: Bruno Munhoz  
Account Number:  
Address: 17128 Basswood Ln Clermont FL 34714

Water County Selected: Lake

### COMPLAINT INFORMATION

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

I am writing to express my concern and opposition to Sunshine Water Company's proposed rate increase. As a customer of Sunshine Water, I have observed their continued attempts to increase rates, which significantly impacts the financial well-being of the residents in our community.

Many of us rely on affordable water services, and any rate increase places an unnecessary burden on families already dealing with the rising cost of living. Additionally, I question whether Sunshine Water has adequately justified the need for this increase and whether the additional funds will lead to measurable improvements in service.

I urge the Florida Public Service Commission to carefully review this proposal and consider the financial strain it places on consumers. I believe it is important to prioritize the interests of the public over the company's profit margins.

Thank you for taking my concerns into consideration.

Sincerely,  
Bruno Munhoz