

Antonia Hover

From: John Plescow
Sent: Tuesday, January 21, 2025 10:31 AM
To: Consumer Correspondence; Lillian Barrios
Subject: FW: 20240068
Attachments: E-Form Improper Billing TRACKING NUMBER: 198454

Please, add to docket 20240068.

From: Lillian Barrios <LBarrios@psc.state.fl.us>
Sent: Tuesday, January 21, 2025 10:30 AM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: 20240068

Hello,

Would you please forward this to the clerk's office?

Thank you!

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Sunday, January 19, 2025 3:32 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 198454

CUSTOMER INFORMATION

Name: Avery Rolax
Telephone:
Email:
Address: 2940 Deerberry Lane Clermont FL 34714

BUSINESS INFORMATION

Business Account Name: Avery Rolax
Account Number:
Address: 2940 Deerberry Lane Clermont FL 34714

Water County Selected: Lake

COMPLAINT INFORMATION

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

Details:

Sunshine services already charges customers an insane amount for water services. I have compared our water bills to that of neighboring friends and family members from other states. We are beyond overpaying for basic utilities. They want to raise rates again and that is just cruel to customers and making living unaffordable for those they serve.