

**Tristan Davis**

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**From:** Tristan Davis on behalf of Records Clerk  
**Sent:** Friday, May 1, 2026 12:10 PM  
**To:** 'John Athey'  
**Cc:** Consumer Contact  
**Subject:** RE: Documents for PSC Docket no. 20250052-WS

Good Afternoon,

We will be placing your comments below in consumer correspondence in Docket No. 20250052, and forwarding them to the Office of Consumer Assistance.

Thank you!

**Tristan Davis**  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
Phone: (850) 413-6121

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**From:** John Athey <jpatheyjr@gmail.com>  
**Sent:** Friday, May 1, 2026 1:08 PM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Cc:** Watrous, Austin <WATROUS.AUSTIN@leg.state.fl.us>  
**Subject:** Documents for PSC Docket no. 20250052-WS

**CAUTION:** This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Please add these attached documents to Florida PSC docket no. 20250052-WS. Thank you.

I am writing concerning the CSWR proposed rate increase for the Bluffs of Sebring residents in Highlands county. We are a 55 and older Condo community with most residents being 70 plus years and older. Thus they are on limited income and a rate increase of this proportion (255%) is unacceptable and unheard of. The sewer invoice has gone from \$4k per month to \$14k per month - an increase of \$120k per year. How can this be? We only have 248 residential units, thus our Condo fees will have to be increased by approximately \$500 per year, per household. After my investigation and research, I found in 2023, the Florida PSC approved the purchase and transfer of wastewater certificate No. 365-S of Sebring Ridge Utilities to CSWR - Florida Utility Operating Company. The Docket number was 20220149-SU issued on July 27, 2023. In the 2023 application, CSWR stated benefits and expectations to the PSC and the customers to be: Long Term Rate Stability and Operational Cost Efficiencies as well as other benefits. CSWR also stated cost efficiencies included a reduction in O&M expenses and a reduction in the cost of capital, that would result in purchase and transfer to them. From my research, CSWR demonstrated the technical and financial ability to provide service to the existing service territory to the PSC for approval of the transfer. So now CSWR has filed for a huge rate increase. Why? I hope and request the PSC review and give / provide the Bluffs and other residents assistance in this economic matter and issue. Respectfully, John Athey - Bluffs Board Secretary.

I am the board secretary of the Bluffs of Sebring Condominium Association; thus, I am writing to you for help and assistance. We recently received a 255% increase in our sewer bill. It went from \$4000 a month to \$14,000. I have spoken with CSWR - Florida and Avon Park Government. We are a fifty-five (55) and over condominium community in Sebring. We are on the Avon Park - Sebring boundary line and receive our services from Avon Park. Bottom line, we were told this was a rate increase. As you can imagine, an increase of this size is placing a high financial burden on our residents. We do not have the budget funds for an increase of this size. An increase of this size is unacceptable in today's economic climate. We are looking for help in this matter. I have sent a complaint to Florida PSC but received an answer that it was a rate increase. So, our residents must fund an additional \$120,000 per year. Again, this is unacceptable and we need your help. Thank You John Athey.

**CSWR Florida PSC Complaint Response – John Athey, 158818-0**

**Complaint Received:** 1/28/26

**Complaint NO:** 1493853W

**Escalation:** Jean Mclean-Sinatra

**Date of Response:** 1/30/26

**Customer Name:** John Athey

**Address:** 6750 US Hwy 27 North

**Service Area:** FL-Sebring Ridge

**Phone number or email:** 410-948-0888

**Account:** 158818-0

**Reason for complaint: Rates**

Hello, I am the Secretary for our Condo Association. Our complaint and concern is the cost increase of our sewer bill, which has increased over 255% just this year. The bill has gone from \$4,074 per month in 2025 to \$14,976 per month. Again, this is a 255% increase. How can this be possible? Note, the water usage is the same as 2025 and that bill has stayed the same and not increased in price. So for our association, this sewer increase is an increase of over \$120,000 per year. How can this be? This is totally unacceptable for this type of increase. Our community did not budget for this nor can they afford this increase.

Can you and the Florida PSC please investigate and help? Please advise. If you need a copy of the invoice, please let me know.

**Response:**

Effective October 28, 2025, new interim sewer service rates became effective. The Bluffs of Sebring is currently billed for 252 dwelling units and is classified as a commercial property. The facility base charge has increased from \$16.17 per unit to \$59.43 per unit, and the volumetric charge has increased from \$4.20 to \$15.44 per 1,000 gallons of usage based on water consumption reported by the City of Avon Park.

Although the interim rates became effective on October 28, 2025, they were applied beginning October 15. an \$18.14 credit was issued to correct charges for service dates prior to October 28. This credit was reflected on the November 20, 2025, invoice.

These interim rates will remain in effect while the PSC completes its review. Once a final decision is issued, any difference between the interim and final approved rates will be adjusted. A copy of the interim rate notice, the most recent bill, and an updated account statement have been attached.

I have attempted to contact Mr. Athey to address his concerns and left a voicemail with my contact information. As of now, I have not received any return calls. Prior to receiving the complaint, we spoke with the customer on January 26 when he contacted our customer service center to discuss the current statement, and he was provided information regarding the interim rates.

We do sincerely hope that this will resolve the concerns expressed by Mr. Athey. If there are any questions or additional items needed, please contact us at [ccarter@cswrgroup.com](mailto:ccarter@cswrgroup.com).

Sincerely,

Chelsie Carter

Director, Customer Experience

314-380-8520