

Lorena Hollett

From: Lorena Hollett on behalf of Records Clerk
Sent: Friday, June 2, 2023 8:36 AM
To: 'Sharon France'
Cc: Consumer Contact
Subject: FW: Comments on Sunny Shores Utilities, LLC

Good morning, Sharon France.

We will be placing your comments below in consumer correspondence in Docket No. 20220185, and forwarding your comments to the Office of Consumer Assistance and Outreach.

Regards,

Lorena Hollett
Commission Deputy Clerk II
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6758

From: Sharon France <arvil1212@aol.com>
Sent: Thursday, June 1, 2023 7:00 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Fw: Comments on Sunny Shores Utilities, LLC

[Sent from AOL on Android](#)

----- Forwarded Message -----

From: "Sharon France" <arvil1212@aol.com>
To: "clerk@pse.state.fl.us" <clerk@pse.state.fl.us>
Cc:
Sent: Thu, Jun 1, 2023 at 6:50 PM
Subject: Comments on Sunny Shores Utilities, LLC

Application for a limited alternative rate increase in Manatee County by

Sunny Shores Utilities, LLC

DOCKET NO. 20220185 - WS

Name Sunny Shores Mo H. Association

Address 3800 115th ST.W.

Bradenton, Fl. 34210

To submit your comments about this docket to the Florida Public Service Commission, please complete this comment form and return it by mail, or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CUSTOMER COMMENTS

The main complaints I get from our members is water pressure. Extended boil water advisories and not being able to get call back from the recordings on many levels. Wrong information on the bill for new owners water bills that have been paid having their water cut off. I personally try to deal with Adriana. The main complaints I get are confusion and not getting called back when leaving a message.

On the subject of boil water advisories I get many calls. I have lived in Sunny Shores since 1989 and the previous S.S. water Co. boil water was never over 48 hrs. Respectfully

Sharon France HOA President

Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such email or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

Manatee Co. advised me that 48 hrs is a normal boil water to be expected for their customers. I talked to them last year after the county inspection when the advisory lasted approx. 5 days.

Application for a limited alternative rate increase in Manatee County by

Sunny Shores Utilities, LLC

DOCKET NO. 20220185 - WS

Name Sharon France
Address 3803 117th ST WEST
3807 117th ST WEST
Bradenton, FL 34210

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CUSTOMER COMMENTS

At times our water pressure is smaller than a pencil.

I am also unhappy with when they have a meter replacement some times it is 5-7 days before my renters or I receive

okay to use water again. The previous Water Company never had over a 2 day 48hr out water. When called they said they are out of Port Richey and had no one to test the water. This was done on a Wed. and water did not get the ok until Mon or Tues.

We used to have free gals for a certain amt.

then it was chgd to a fee + water usage. I do not agree with another increase at this time

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I have had good ex perience with their employee Adriana. But some of the employees do not return calls if you get a recording

Respectfully

Sharon France