

Darius Robinson

From: Darius Robinson on behalf of Records Clerk
Sent: Monday, June 12, 2023 8:39 AM
To: 'Mkadamsm'
Cc: Consumer Contact
Subject: RE: DOCKET NO. 20220185-W.S.SUNNY SHORES UTILITIES, LLC.

Good Morning, Richard Franklin.

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

Thank you!

Darius Robinson
Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6195

From: Mkadamsm <mkadmsm@aol.com>
Sent: Sunday, June 11, 2023 3:29 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: DOCKET NO. 20220185-W.S.SUNNY SHORES UTILITIES, LLC.

Dear Commission,

I, Richard Franklin, from 3718 115 St. Ct. W., am a customer of Sunny Shores Utilities, LLC.

Thank you for giving us the opportunity to give our input on their Proposed Rate Increase.

I am writing to let you know that I am absolutely against it.

First of all, 80% of the people in this neighborhood are poor. When this company took over, they IMMEDIATELY increased our rates. Of course, we all hesitantly complied and paid.

Now, after a couple years of their service, or lack of there of, they are asking for ANOTHER rate increase under the guise to "recover their costs"?! What costs?! They have done nothing to better our Water or the system. On the contrary, it's been worse.

They used to have a person walk around and read the meters, they do not do that any more.

With the previous Water Company owner, we never had to call a Plumbing Company and pay them in person for a "Backflow Test". Now, when this company took over, one of the first things they did was send us a letter that said that "It is OUR job now to call a company to have a Backflow Test done and pay for it the same day they performed it out and of our own pocket". And, we had to "have it done" by a certain date or "we will turn your water off until you have it done"!, stated in a threatening manner. Like saying, "We are the new company and here are our demands". So, of course, again, we complied and are now in charge of having our own Backflow Tests done when they state to do it OR they "will turn our water off".

Several times they have done "Tests" to our water where we are told that "we have to boil our water" UNTIL they contact us that "it is safe" again (not to boil). Days go by and I receive no "it's ok now" Notice so for the mean while, I have tried to call their Customer Service and they NEVER answer the phone! I would assume that other customers call too to ask the same question, but it is easier NOT to answer the phone for them neither then to tell them that it is not ok yet.

A week ago, we just had another Water Test performed where we had to boil the water. This time, it took an ENTIRE WEEK to receive any "ok" again! You would think that they would have updated us mid-week to tell us that we still had to keep boiling, but no, they let an entire week go by before saying, "Ok, the water is fine again.". Mean while, people stopped boiling mid-week because who thought that a Water Test would take an ENTIRE WEEK?!

That is why I do NOT agree with ANOTHER price increase! They are incompetent AND have NOT done any thing for us, but on the contrary, they want MORE money.....WAYYYYY more money!! NOT a Five Dollar increase, which I would hesitantly pay, "hesitantly" because they do NOT deserve it.

NOT a Ten Dollar increase, which I cannot not afford AND they REALLY do NOT deserve TEN extra dollars!

But they want a preposterous FIFTEEN DOLLAR Increase which 80 percent of this neighborhood, due to this horrific and fast declining economy, CANNOT afford!

In the saying, "Make us or break us", it will DEFINITELY "Break us"!

Obviously, this new company does not care about We The People of Sunny Shores! Also, obviously, they bought the company "thinking" that it was a "cash cow" and continually keep increasing our rates non-stop! They need to understand that we are a poor Community and this HUGE increase CANNOT be afforded by 80% of us!

With EVERY THING increasing in price now-a-days, ie. food AND all of our bills, a FIFTEEN DOLLAR increase for just ONE Utility Company, that has done nothing to better their service for our Community, is not only highly unfair, but it is absolutely crazy!.

Thank you so much, Commission, for being the only ones that care enough about We The People of Sunny Shores as to listen to our input on this critical matter.

I pray that others in my neighborhood have also contacted you all & I pray that our comments will make a difference in denying any pay increase for this greedy, have-done-nothing-for-us Water Company.

Sincerely,
Richard Franklin