

Bendria Fugnole

From: John Plescow
Sent: Tuesday, November 25, 2025 9:21 AM
To: Consumer Correspondence; Consina Griffin-Greaux
Subject: FW: Formal Complaint – Extreme Water & Sewer Rate Increase (Rolling Oaks / CSWR-Florida)

Please, add to docket 20250052.

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us> **On Behalf Of** Consumer Contact
Sent: Tuesday, November 25, 2025 9:15 AM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: FW: Formal Complaint – Extreme Water & Sewer Rate Increase (Rolling Oaks / CSWR-Florida)

Is this a protest or complaint? 20250052

From: Richard McCulley <mcculleyr84@gmail.com>
Sent: Tuesday, November 25, 2025 8:58 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: Formal Complaint – Extreme Water & Sewer Rate Increase (Rolling Oaks / CSWR-Florida)

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To Whom It May Concern,

I am submitting a formal complaint regarding the dramatic increase in my water and sewer bill as a customer in the Rolling Oaks subdivision of Citrus County, served by CSWR-Florida Utility Operating Company, LLC.

My monthly bill has more than doubled, rising from approximately \$80 to \$158, without any significant change in usage. I am deeply concerned about the financial impact of these sudden increases on residents and the lack of clear communication explaining the justification for these charges.

After reviewing my recent bill, it appears that the rate increase may be connected to the interim rate approval under Docket No. 20250052-WS. I am requesting:

1. A detailed explanation for the significant increase in water and sewer charges.
2. Clarification regarding how the interim rates were calculated and applied to Rolling Oaks.
3. Confirmation of whether these rates are final or subject to refund/adjustment when the docket is completed.

4. A review of whether charging full sewer rates on irrigation water is appropriate given that lawn water does not enter the sewer system.

5. Information on any adjustments, rate relief, or hardship options available to affected customers.

My account information is as follows:

Name: Jamie McCulley

Service Address: 538 W Fairways View Dr, Beverly Hills, FL 34465

Account Number: 129743-1

The size of this increase has placed an unexpected burden on my household, and I am requesting that this matter be reviewed urgently. I also request that this complaint be formally added to the public record for Docket 20250052-WS.

Thank you for your assistance. I look forward to a timely response.