

Lorena Hollett

From: Lorena Hollett on behalf of Records Clerk
Sent: Thursday, June 1, 2023 8:15 AM
To: 'christykeys'
Cc: Consumer Contact
Subject: RE: COMMENT

Good morning, Christine Hansen.

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: christykeys <christykeys@yahoo.com>
Sent: Thursday, June 1, 2023 8:00 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: COMMENT

Re: Doclet No.20220185- w s- Sunny Shores Utilities, LLC

Definite NO to any rate hike for this company. I own and manage many properties that use Sunny Shores Utilities, LLC and the biggest complaint is very poor customer service. They rarely answer the phone or return phone calls.

Most of time when calling you get a message that they're away from their desk.

They threaten to shut water off immediately

Without calling the renter (who specifically ASKED that they call her if there was ever a problem) the problem was the credit card (on auto billing) was

About to expire & no one called her/ message went to landlord & after she tried FIVE phone calls to get a person on the phone, she finds out it already had been shut off. Secretary said that SHE didn't have it shut off.

Overzealous action

By someone to shut water off with no coordination with company & water shut off dept. Just had 1 where new renter moved in & bill HAD been paid by landlord but renter gets notice that water will be shut off for non payment. Office made mistake re: bill

They should then CALL renter & apologize for mistake and offer a \$5 credit for all the trouble for THEIR mistake.

Worst company I've ever worked with.

Most of time it's their error when they shut water off. They lost the records for who was on auto pay & then shut a bunch of auto pay customers

Water off. They need to provide every customer with a way to reach a person or pay a bill immediately if they get a notice that their water will be shut off. Please
No rate increase for this company. Major
Improvement is needed for their basic day to day customer satisfaction
Christine Hansen

Sent from my Galaxy