

State of Florida



## Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

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**DATE:** 8/15/25  
**TO:** Office of Commission Clerk  
**FROM:** Bureau of Consumer Assistance, Office of Consumer Assistance & Outreach  
**RE:** Customer Correspondence

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Please add the attached customer correspondence to Docket Correspondence-Consumers and their Representatives, in Docket 20250011.

RECEIVED-FPC  
2025 AUG 15 PM 2:42  
COMMISSION  
CLERK

Lawrence Bregel  
592 S Longview Place  
Longwood FL 32779

RECEIVED

Date: July 14, 2025

JUL 18 2025

To:  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

FLORIDA PUBLIC SERVICE  
COMMISSION CONSUMER SERVICE

**Subject:** Objection to Unjustified Rate Increases for Sunshine Water Services

Dear Commissioners,

I am writing as a concerned resident and customer of Sunshine Water Services to formally object to the most recent approval of a nearly **20% rate increase**, a decision I find **unacceptable and deeply troubling**, especially in light of numerous other significant increases over the past **five to ten years**.

Sunshine Water Services operates as a **monopoly**, and as such, it should be held to the highest standards of performance, transparency, and accountability. However, its **current Google review rating of 1.8 out of 5** starkly demonstrates widespread public dissatisfaction. This is an **unacceptable performance indicator** for any organization—let alone a utility monopoly entrusted with delivering an essential public service.

I would like to know what **justification the Florida Public Service Commission used** to approve this increase, especially in the absence of notable service improvements. In addition, I am formally requesting:

1. **A complete record of all rate increases approved for Sunshine Water Services over the last ten (10) years**, along with the stated justification for each.
2. **A report or accounting of executive compensation at Sunshine Water Services over the past ten years**, including base salaries, bonuses, stock options, travel expenses, retirement benefits, and other perks.
3. An explanation of **why Sunshine Water Services has received repeated rate increases despite no clear or measurable improvement in customer service, reliability, or infrastructure**, and why it continues to fall short compared to other regulated utilities in the state.
4. A comparison to the rate increases and performance metrics of companies like **Duke Energy**, which has received far smaller increases yet made measurable improvements such as reduced blackouts and enhanced reliability.

This pattern of rate increases without tangible benefit to the customers or environment sends the message that **poor performance is being rewarded**. Florida residents deserve reliable and fairly

priced utility services, especially in a state where environmental stewardship and population growth make water infrastructure and affordability critical.

I urge the Commission to **reconsider its support for Sunshine Water Services' unchecked rate increases**, and to prioritize **customer service quality, transparency, and responsible oversight** in all future decisions.

Please consider this letter a formal **public records request** for the information listed above.

Sincerely,

  
Lawrence Bregel

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JUL 18 2025

FLORIDA PUBLIC SERVICE  
COMMISSION CONSUMER ADV

Larry & Kathleen Bregel  
592 S. Longview PL  
Longwood, FL 32709

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JUL 18 2025

ORLANDO FL 328

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DISTRIBUTION CENTER

2025 JUL 18 AM 9:39

FLORIDA PUBLIC SERVICE  
COMMISSION CONSUMER ASSISTANCE

Board of Commissioners  
Florida Public Service Commission  
2540 SHUMARD OAK BLVD  
TALLAHASSEE FL 32399-0850

32399-085099

