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STATE OF FLORIDA



DIVISION OF ENGINEERING  
TOM BALLINGER  
DIRECTOR  
(850) 413-6910

# Public Service Commission

January 30, 2026

Mr. Matthew Knoll, Deputy Director  
Water Resource Management  
Florida Department of Environmental Protection  
2600 Blair Stone Road, M.S. 3511  
Tallahassee, Florida 32399  
[Matthew.Knoll@dep.state.fl.us](mailto:Matthew.Knoll@dep.state.fl.us)

VIA EMAIL

**Re: Docket No. 20250137-SU - Application for limited proceeding rate increase by Sunshine Water Services Company d/b/a Sunshine Water Services.**

Dear Mr. Knoll:

On November 10, 2025, Sunshine Water Services Company (Sunshine or Utility) filed a request for a limited proceeding rate increase with the Florida Public Service Commission (Commission). When fixing rates, the Commission shall consider the results of past tests required by the Department of Environmental Protection (DEP), which measure the Utility's compliance with the applicable secondary water quality standards, and complaints regarding the applicable secondary water quality standards filed by customers from the DEP, pursuant to Section 367.0812(1)(b) and (c), Florida Statutes (F.S.).

This proceeding is in the hearing posture; therefore, any information pertaining to the case for the Commission's consideration would need to be formally entered into the case record. In past cases, the DEP has put forth a witness and testimony in order to provide this information. Instead, for the instant docket, Commission staff is requesting the DEP provide information regarding Sunshine's systems compliance and complaints in response to this letter. Commission staff anticipates the DEP's response to this letter, inclusive of any attachments, may be entered as an exhibit into the case record of Docket No. 20250137-SU for the Commission's consideration.

Matthew Knoll  
January 30, 2026  
Docket No. 20250137-SU

Based on the above, please provide the following complaint and compliance information based on DEP's records:

1. Please identify the number of complaints regarding secondary standards by type (color, odor, or other) for each of Sunshine's systems contained within Attachment A for each year, from January 1, 2024 to December 31, 2025. For the category of "other," please provide the number of complaints that relate to quality of service, but do not fit into the categories of color or odor. Please identify the type of complaint for the "other" complaints identified for each system and a brief explanation of any abnormal or excessive instances.
2. In Attachment B, please indicate the current compliance status for each listed system. If the system is not in compliance, please provide any relevant information contributing to the Utility's compliance status, such as Warnings Letter or Consent Orders from 2024 to the present. For example, the Mid-County wastewater treatment facility was issued a Consent Order on February 13, 2024. Within Attachment B, please confirm the issuance of this Consent Order, if the issues were resolved, and if there are any other Consent Orders or Warnings for any of Sunshine's systems. Additionally, please provide a copy of any Consent Orders or Warnings discussed in Attachment B.

Please provide an appropriate DEP employee affidavit certifying the accuracy of the contents of the response and a self-authenticating seal or affidavit in accordance with Section 90.902, F.S. (2019).

Please provide the requested information to Sebastian Olivieri via email by **Monday, March 2, 2026**. If you have any questions, please contact Sebastian Olivieri at (850) 413-6103 or [solivieri@psc.state.fl.us](mailto:solivieri@psc.state.fl.us).

Sincerely,

*s/ Marissa Ramos*

Marissa Ramos  
Bureau Chief  
Division of Engineering

SO:da

Attachments

cc: Office of the Commission Clerk (Docket No. 20250137-SU)

County	System	ID	Complaints by Year (2024-2025)		
			Color ‘24 ‘25	Odor ‘24 ‘25	Other ‘24 ‘25
Highlands	Lake Placid (Sun ‘N Lakes)	6280273			
		FLA014386			
Lake	Pennbrooke	3354653			
		FLA010570			
	LUSI North	3354883			
	LUSI South	3354881			
	Lake Groves	FLA011146			
	Barrington Estates	FLA416207			
	Four Lakes	3354647			
	Lake Saunders	3354695			
Lee	Eagle Ridge	FLA014498			
	Cross Creek	FLA014505			
Marion	Golden Hills	6424076			
	Crownwood	FLA012680			
Orange	Crescent Heights	3480255			
	Davis Shores	3480272			
Pasco	Summertree	6511423			
	Orangewood (Buena Vista)	6511311			
	Labrador (Forest Lake Estates)	6514842			
		FLA012801			
Pinellas	Mid County Services	FL0034789			
	Lake Tarpon	6521000			
Polk	Cypress Lakes	FLA013123			
		6535055			
Seminole	Weathersfield	3591451			
	Oakland Shores	3590912			
	Little Wekiva	3590762			
	Park Ridge	3590993			
	Ravenna Park	3591061			
	Bear Lake	3590069			
	Jansen	3590615			
	Sanlando (including Longwood)	FL0036251			
		3591121			

## Wastewater- Compliance Summary

<b>County</b>	<b>System</b>	<b>ID</b>	<b>Compliance status</b>	<b>Compliance Summary (2024-Present)</b>
<b>Highlands</b>	Lake Placid	FLA014386		
<b>Lake</b>	Pennbrooke	FLA010570		
	Lake Groves	FLA011146		
	Barrington Estates	FLA416207		
<b>Lee</b>	Cross Creek	FLA014505		
	Eagle Ridge	FLA014498		
<b>Marion</b>	Crownwood	FLA012680		
<b>Pasco</b>	Labrador (Forest Lake Estates)	FLA012801		
<b>Pinellas</b>	Mid County Services	FL0034789		
<b>Polk</b>	Cypress Lakes	FLA013123		
<b>Seminole</b>	Sanlando (including Longwood)	FL0036251		

## Water- Compliance Summary

County	System	ID	Compliance status	Compliance Summary (2024-Present)
<b>Highlands</b>	Lake Placid (Sun 'N Lakes)	6280273		
<b>Lake</b>	Pennbrooke	3354653		
	LUSI North	3354883		
	LUSI South	3354881		
	Four Lakes	3354647		
	Lake Saunders	3354695		
<b>Marion</b>	Golden Hills	6424076		
<b>Orange</b>	Crescent Heights	3480255		
	Davis Shores	3480272		
<b>Pasco</b>	Summertree	6511423		
	Orangewood (Buena Vista)	6511311		
	Labrador (Forest Lake Estates)	6514842		
<b>Pinellas</b>	Lake Tarpon	6521000		
<b>Polk</b>	Cypress Lake	6535055		
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	Oakland Shores	3590912		
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