

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Monday, February 23, 2026 8:31 AM
To: 'jajoloproperties@gmail.com'
Cc: Consumer Contact
Subject: RE: Docket No. 20250052-WS

Good Morning,

We will be placing your comments below in consumer correspondence in Docket No. 20250052, and forwarding them to the Office of Consumer Assistance.

Thank you!

Tristan Davis
Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6121

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From: jajoloproperties@gmail.com <jajoloproperties@gmail.com>
Sent: Monday, February 23, 2026 8:28 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket No. 20250052-WS

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Good morning.

I am writing to formally object to the proposed increase in water and wastewater rates for Citrus County customers served by CSWR-Florida UOC.

Since CSWR-Florida UOC took over service from Rolling Oaks, customer rates have already doubled. Despite this substantial increase, the quality of service has significantly declined. Many residents, including myself, have experienced ongoing service issues, poor communication, and a lack of timely response to concerns. The website is impossible to use. For example, even if I have a commercial account change, I have to sign into "residential." Mailed payments take weeks to post, causing confusion with payments labelled as "past due." Paying online requires yet an additional fee.

It is extremely troubling that customers are now being asked to bear yet another rate increase when the current level of service does not justify the rates already being charged. Ratepayers should not be expected to

continually absorb higher costs without measurable improvements in reliability, transparency, and customer service.

I respectfully request that the Commission carefully review the company's performance, infrastructure investments, and service record before approving any additional rate increases. Citrus County residents deserve dependable service and fair, reasonable rates.

Thank you for your time and consideration of this matter.

Sincerely,

Michelle J. Fonzi

Michelle J. Fonzi
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