

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Monday, February 23, 2026 11:20 AM
To: 'Gail Roberts'
Cc: Consumer Contact
Subject: RE: CSWR water adjustments

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

PLEASE NOTE: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your email message may be subject to public disclosure.

From: Gail Roberts <gail.roberts46@yahoo.com>
Sent: Monday, February 23, 2026 10:46 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: CSWR water adjustments

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Good Morning Commissioner,

My name is Sharon Roberts and I am writing in over the water going up with CSWR , in Sunshine Utilities Service. My docket number is 20250052

I have been living in the apartment for almost 12 yrs. When I moved in the bill was with Sunshine Utilities, the bills was \$6.95 a month for 9 yrs until CSWR bought them out. When they bought it out I called and asked if my bill would go up and was told NO that it wouldn't be and then the bill came and it went up to \$17.95 . I didn't say much but paid it. I am one person and today I received my water bill , my bill is \$35.31 , like I said I am one person. I live off SSI, I don't want to live here I have to live here when I only get \$973.00 a month. With adding all my expenses up it looks like I won't be able to afford this. This isn't right that our bill went up before the first of the year , they said it was because they had to redo the water system out here. Now it's gone up 2 months later to an ungodly amount. I am not sure how my water bill could be so much for one person, I don't take baths everyday, I wash two loads a clothes a week because I don't have extra money to buy clothes

for myself because every expense went up though CSWR went up 4 X the money. Why should we be made to pay this amount for our water when you receive a letter saying there is lead in the water. Believe me a lot of us don't drink the water in here just for this fact. A lot of people that live here will say the same thing about we don't live here because we won't too , we live here because it's affordable until now.I will not be able to come to the hearing even though I would love to be there. I am going in for an pacemaker. I also have melanoma in my left eye to where I can't see at dusk. I also have myeloma cancer and between it all it's hard to come there period. I hope something can be done to keep the water from not being raised , it hurts to know I could lose my home over a water bill. Please, everyone of us in this small community is crying out loud on how this will effect each and everyone of us. There is a lot of older people in here on a basic income that we are wondering how we will make it paying this amount out for water we don't even drink because of the lead and other things. I just don't understand how water can go years for the same price , get bought out and now is treating this community like we are buying gold. It's the same water the is reused and telling us it's clean. I really hope the amount we not go up because this community really can't afford it. Thank you for listening to my cry's and hope and pray we can keep the amount under control.

Best regards,
Sharon Roberts
1644 SW 109 th Place
#2
Ocala , Fl.34476

[Sent from Yahoo Mail for iPhone](#)