

**Tristan Davis**

---

**From:** Tristan Davis on behalf of Records Clerk  
**Sent:** Monday, February 23, 2026 2:13 PM  
**To:** 'Sandy McFarlin'  
**Cc:** Consumer Contact  
**Subject:** RE: Docket # 20250052-WS

Good Afternoon,

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:** Sandy McFarlin <sandymcfarlin@hotmail.com>  
**Sent:** Monday, February 23, 2026 1:45 PM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** Docket # 20250052-WS  
**Importance:** High

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.  
PSC Commission,

We are water/sewer customers of Sunshine Water/CSWR Marion County. During this time as a customer, both companies have seen significant rate increases by the PSC, and for the record, we opposed another increase for the following reasons. The first is what new services are benefitting the actual customer that would warrant a substantial increase? The second is most of the people who live in our sub division are on a fixed income and are struggling to afford these increases.

On 03/31/23 a rate increase was requested, and approved, another rate increase request was filed on 6/28/24 for "non-controllable expenses" Docket 20240068-WS approved, each year another approval with little to no regard to the actual customer receiving more services provided by Sunshine/CSWR. In 11/20/24 we received a letter from Sunshine stating to take their "survey" on what our pipe material is, they should already know what material we have, to our expense of paying a plumber \$75.00 to come out take a picture of our pipes and then we had to email them to Sunshine, how is this providing excellent customer service? In 2025/26 we have had several "boil water" notices, I would like the Commission to know there is very little communication

in our neighborhood from Sunshine on when the notice is lifted. On 2/13/26 we received a letter from Sunshine dated 2/08/26 a **(Sunday)** stating the FL DEP was giving customers 45 days to comply with a mandatory backflow assembly, we understand complying with mandates, however because there were several deep freezes in Marion County, we were unable to get parts for this quickly which caused a lot of stress on the customer. Sunshine's letter was not clear that they would work with us on a timeframe for having this backflow installed or what backflow was acceptable. Again, Sunshine's letter was not customer "friendly", we have had several neighbor's express discontent with how they are handling the most recent mandate.

For the reason's above, we are opposed to Sunshine/CSWR receiving an increase at this time.

Thank you,

Sandy & Rob McFarlin

## Tristan Davis

---

**From:** Microsoft Outlook  
**To:** 'Sandy McFarlin'  
**Sent:** Monday, February 23, 2026 2:13 PM  
**Subject:** Undeliverable: RE: Docket # 20250052-WS

### Delivery has failed to these recipients or groups:

['Sandy McFarlin' \(sandymcfarlin@hotmail.com\)](mailto:sandymcfarlin@hotmail.com)

Your message couldn't be delivered and there was no valid enhanced status code being issued by the remote mail system to determine the exact cause, status: '550 permanent failure for one or more recipients (sandymcfarlin@hotmail.com:550 5.7.515 Access denied, sending domain PSC.STATE.FL.US doesn't meet the required authent...)'.

The following organization rejected your message: mx-outbound46-211.us-east-2c.ess.aws.cudaops.com.

### Diagnostic information for administrators:

Generating server: Exch2016.psc.state.fl.us

sandymcfarlin@hotmail.com  
mx-outbound46-211.us-east-2c.ess.aws.cudaops.com  
Remote Server returned '550 permanent failure for one or more recipients (sandymcfarlin@hotmail.com:550 5.7.515 Access denied, sending domain PSC.STATE.FL.US doesn't meet the required authent...)'

### Original message headers:

Received: from Exch2016.psc.state.fl.us (164.51.109.84) by Exch2016.psc.state.fl.us (164.51.109.84) with Microsoft SMTP Server (version=TLS1\_2, cipher=TLS\_ECDHE\_RSA\_WITH\_AES\_128\_GCM\_SHA256) id 15.1.2507.61; Mon, 23 Feb 2026 14:13:17 -0500  
Received: from Exch2016.psc.state.fl.us (:::1) by Exch2016.psc.state.fl.us (:::1) with mapi id 15.01.2507.061; Mon, 23 Feb 2026 14:13:16 -0500  
From: Records Clerk <CLERK@PSC.STATE.FL.US>  
To: 'Sandy McFarlin' <sandymcfarlin@hotmail.com>  
CC: Consumer Contact <Contact@PSC.STATE.FL.US>  
Subject: RE: Docket # 20250052-WS  
Thread-Topic: Docket # 20250052-WS  
Thread-Index: AQHcp083p8iKlh1KSEaox9q1hfrSrLWQpuhQ  
Sender: Tristan Davis <TrDavis@psc.state.fl.us>  
Date: Mon, 23 Feb 2026 19:13:16 +0000  
Message-ID: <cf3dfc2f6c704cd6a0f67090e4620950@psc.state.fl.us>  
References:  
<LV8P221MB12195944175A675DCE7C61D2BE77A@LV8P221MB1219.NAMP221.PROD.OUTLOOK.COM>  
In-Reply-To:  
<LV8P221MB12195944175A675DCE7C61D2BE77A@LV8P221MB1219.NAMP221.PROD.OUTLOOK.COM>  
Accept-Language: en-US

Content-Language: en-US  
X-MS-Has-Attach:  
X-MS-TNEF-Correlator:  
x-ms-exchange-messagesentrepresentingtype: 2  
x-originating-ip: [199.250.30.42]  
Content-Type: multipart/alternative;  
    boundary="\_000\_cf3dfc2f6c704cd6a0f67090e4620950pscstateflus\_"  
MIME-Version: 1.0