

**Tristan Davis**

**From:** Tristan Davis on behalf of Records Clerk  
**Sent:** Tuesday, February 24, 2026 8:03 AM  
**To:** 'Julie Bratcher'  
**Cc:** Consumer Contact  
**Subject:** RE: Docket #20250052 – WS - Comments Regarding CSWR-Florida Utility Operating Company, LLC

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:** Julie Bratcher <jbratcher22@gmail.com>  
**Sent:** Monday, February 23, 2026 5:21 PM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** Docket #20250052 – WS - Comments Regarding CSWR-Florida Utility Operating Company, LLC

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Good afternoon,

Please submit my below comments regarding CSWR-Florida Utility Operation Company LLC's upcoming application for increase in water and wastewater rates. Docket #20250052 – WS

I am an Ocala resident in a Sunshine Water Services supplied development (Golden Hills). Over the past 3.5 years of my residence in this development, Sunshine has asked for, and received several base rate increases to 'earn a fair rate of return on its investment' (per their application 20240068-WS), amounting to wanting to earn more profit.

In the same 3 years, there have been numerous boil water orders, one lasting a week and for which customers were not notified in a timely fashion, frequent low pressure issues, and even in normal operation the water provided is so hard and of such poor quality that most residents have added some form of filtration to combat it. Additionally, the on-site facilities appear dilapidated overall, with falling down fencing and a general ramshackle appearance to the site. Outside of the rather obvious security risks to all customers created by an insecure perimeter, the overall appearance of the facilities seem to indicate that very little, if any, is being spent to improve and maintain the existing

infrastructure, and the frequent boil water events are evidence of that conclusion. This utility has raised their rates multiple times in recent years and appear to have taken no steps to stabilize, let alone modernize, their existing system here. More than tripling, in some cases, the existing residential rate is simply rewarding poor corporate behavior and enabling even higher future profit goals on behalf of a small group of investors.

Per CSWR-Florida's own May 23, 2022 press release: *"We're in the business of ensuring the health of the communities we serve by delivering safe and reliable water," said Josiah Cox, president of CSWR-Florida and CSWR. "We purchase water and wastewater utility systems that are in severe disrepair – often posing a very real danger to public health, safety and the environment – and quickly bringing them into compliance."*

None of what I have seen with regard to Sunshine Water Services in the 3.5 years that I have lived here would suggest that they are actually living up to their stated intention above, and it would be wishful thinking at best, to assume that yet higher rates are going to cause a change to this behavior. No prior evidence suggests that they have any practical interest in improving water service here. The much more likely reality is that they'd like to squeeze more profit out of us for better shareholder results.

Finally, the entire proposed rate structure being considered today appears to be an attempt to standardize CSWR-Florida's entire operating area to one single rate structure - one which seems to have all other systems subsidizing a number of larger market systems that are today, quite expensive. Outside of how inherently unfair that is to the rest of us, the proposed fee structure would offer no incentive for customers to conserve water. Without incentive to control their bill, most consumers will stop trying to conserve at all, and probably actually use more water. In a state constantly discussing how to find more potable water, it would seem that a fee structure rewarding less usage would benefit all.

Thank you to the FPSC, for reading this far. I urge you to decline this application, Docket #20250052 – WS.

**Regards,**

**Julie Bratcher**

Ocala, FL  
(352) 502-2394