

**Tristan Davis**

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**From:** Tristan Davis on behalf of Records Clerk  
**Sent:** Monday, March 9, 2026 2:06 PM  
**To:** 'George Ray B'  
**Cc:** Consumer Contact  
**Subject:** RE: Docket # 20253107

Good Afternoon,

We will be placing your comments below in consumer correspondence in Docket No. 20250137, 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:** George Ray B <georgerayb@gmail.com>  
**Sent:** Monday, March 9, 2026 1:46 PM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** Docket # 20253107

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

**TO: CLERK:**

**Please see my virtual comments / questions below for the Sunshine Water Services public hearing, DOCKET # 20253107.**

Thank you in advance,

**George Bagay**

*You can submit written comments to [clerk@psc.state.fl.us](mailto:clerk@psc.state.fl.us) (be sure to include the docket number). I have attached a handout that explains the procedures in detail.*

**Thanks**

*Kelly*

*Kelly Thompson, MSA*

*External Affairs Manager*

*Office of External Affairs*

*(850) 413-6986*



Hello - We've been living in our home at Pennbrooke Fairways (704 Grand Vista Trail, Leesburg, FL 34748-8162) for about 18 months, and we would like to participate in the Virtual Customer Service Hearings, and receive official, on-the-record answers from Sunshine Water Services to a few questions, as follows:

1. We understand that a new, community-wide water softener system was supposed to be installed recently in the Pennbrooke Fairways community. Is that correct?
2. If so, when did this new system come on line?
3. What does the installation of this new system mean for Pennbrooke residents / home owners? Please explain in detail.
4. Will we be able to remove our home-installed water softening system now, given that the full community is receiving softened water at the source?
5. We were told this new community-wide water softening system was to be up and running by April 2025. What date did this actually occur?
6. Was there ever a community-wide announcement by Sunshine Water about this new, community-wide water softening system?
7. If so, when did this community-wide announcement occur?
8. And if it has not yet occurred, when will it officially be announced to the community?
9. Is there a plan in the works for Sunshine Water to encourage Pennbrooke Fairways residents - and all customers, of course - to adopt "Florida-Friendly"

landscaping (FFL)? [<https://ffl.ifas.ufl.edu/>]. These are low-impact, environmentally friendly, science-based landscape practices that use less water and, consequently, significantly reduce pollutant loading to Florida waters.

- 10. If so, when will this FFL plan be announced?
- 11. If not, why not?

Thanks in advance for the opportunity to ask these questions of Sunshine Water Services.

Best regards,  
George Bagay  
704 Grand Vista Trail  
Leesburg FL 34748  
703-344-3896  
[georgerayb@gmail.com](mailto:georgerayb@gmail.com)

----- Forwarded message -----

From: **Speaker Signup** <[SpeakerSignup@psc.state.fl.us](mailto:SpeakerSignup@psc.state.fl.us)>  
Date: Mon, Mar 9, 2026 at 11:45 AM  
Subject: RE: Offer comments regarding residential service offered by Sunshine Water Services  
To: George Ray B <[georgerayb@gmail.com](mailto:georgerayb@gmail.com)>

I need to know which meeting?

| Docket   | Hearing Date        |
|----------|---------------------|
| 20250137 | Mar 10 2026 2:00PM  |
|          | Mar 10 2026 6:00PM  |
|          | Mar 11 2026 10:00AM |

And need this information:

## Customer Meeting

**Docket** Sunshine Water Services Company d/b/a Sunshine Water Services - 20250137  
**Docket Title** Application for limited proceeding rate increase by Sunshine Water Services Company d/b/a Sunshine Wa  
**Service Hearing Date and Time (EST/EDT)** 3/10/2026 2:00:00 PM  
**Language**  English  Spanish

|  |   |                                     |
|--|---|-------------------------------------|
| <b>First Name</b>  | <input type="text"/><br>Please enter first name                             | <b>Last Name</b>                    |
| <b>Telephone</b>   | <input type="text"/> xxx-xxx-xxxx   | <b>Email</b>                        |
| <b>Customer Type</b>   | <input checked="" type="radio"/> Residential <input type="radio"/> Business | <b>Service Address</b>              |
| <b>Are you a utility customer?</b>   | <input checked="" type="radio"/> Yes <input type="radio"/> No               | <b>Are you an elected official?</b> |
| <input type="checkbox"/> Do you swear or affirm that the testimony you will give at the customer service hearing will be the truth?<br><b>Note</b> - All testimony at the customer service hearings must be made under oath. Therefore, please ensure you check the box on the regis |   |                                     |
| <input type="button" value="Submit"/>  |   |                                     |

**From:** George Ray B <[georgerayb@gmail.com](mailto:georgerayb@gmail.com)>

**Sent:** Monday, February 23, 2026 9:33 PM

**To:** Speaker Signup <[SpeakerSignup@psc.state.fl.us](mailto:SpeakerSignup@psc.state.fl.us)>

**Subject:** Offer comments regarding residential service offered by Sunshine Water Services

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TO: FLORIDA PUBLIC SERVICE COMMISSION

Hi -

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Best regards,

George Bagay

704 Grand Vista Trail

Leesburg FL 34748

703-344-3896

[georgerayb@gmail.com](mailto:georgerayb@gmail.com)