



March 19, 2026

**ELECTRONIC FILING**

Mr. Adam J. Teitzman, Commission Clerk  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Re: Docket 20250137-SU, Application for limited proceeding rate increase by Sunshine Water Services Company d/b/a Sunshine Water Services.

Dear Mr. Teitzman:

Attached for filing on behalf of Sunshine Water Services Company, in the above-referenced docket is the Rebuttal Testimony of Seán Twomey.

Thank you for your assistance with this matter.

Sincerely,

A handwritten signature in blue ink that reads 'V. Ponder'.

Virginia Ponder

VLP/dk  
Attachments

cc: All parties of record (w/attachment)

**CERTIFICATE OF SERVICE**

I HEREBY CERTIFY that a true and correct copy of the foregoing Rebuttal Testimony, filed on behalf of Sunshine Water Services Company, has been furnished by electronic mail on the 19<sup>th</sup> day of March 2026 to the following:

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ATTORNEY

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Application for limited proceeding )  
rate increase by Sunshine Water Services )  
Company d/b/a Sunshine Water Services )  
\_\_\_\_\_ /

Docket No. 20250137-SU

**REBUTTAL TESTIMONY**

**OF**

**SEÁN TWOMEY**

**on behalf of**

**Sunshine Water Services Company**

1 **BACKGROUND**

2 **Q. Please state your name, address, occupation, and employer.**

3 A. My name is Seán Twomey. My present position is Senior Vice President, Nexus Water Group  
4 Inc., and I am President of Sunshine Water Services Company (“SWS” or the “Company”).  
5 My business address is 200 Weathersfield Ave., Altamonte Springs, Florida, 32714.  
6

7 **Q. Are you the same Seán Twomey who provided direct testimony in this matter?**

8 A. Yes.  
9

10 **Q. What is the purpose of your rebuttal testimony?**

11 A. The purpose of my rebuttal testimony is to respond to the Florida Public Service Commission  
12 (“Commission”) Staff’s direct testimony of John F. Plescow regarding SWS customer  
13 complaints.  
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15 **Q. Did you prepare any exhibits in support of your prepared rebuttal testimony?**

16 A. No.  
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18 **COMMISSION STAFF TESTIMONY**

19 **Q. Have you reviewed the testimony of witness Plescow?**

20 A. Yes I have. Witness Plescow testifies that 80 consumer complaints were logged with the  
21 Commission against the Company over the 18-month period of July 1, 2024 to December 31,  
22 2025. Additionally, he identifies 25 of the 80 complaints as appearing to demonstrate a  
23 violation of Commission Rules.  
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25 **Q. Does the Company have responses regarding the complaints identified as apparent Rule**

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**violations?**

**A.** Yes.

**Case Numbers 1464357W, 1464359W, 1464360W, 1464362W, 1464372W, 1464383W, 1464384W, 1464386W, 1464388W, 1464389W, 1464395W, 1464396W, 1464397W, 1464413W, 1464447W, 1464776W, and 1450112W**

The seventeen above-identified complaints are a result of a Company employee mistakenly believing that extensions could be sought under Rule 25-22.032. The Company notes that Commission records for each of 17 complaints indicate SWS communicated timely to the Commission to seek an extension and was working to gather information and had communicated with the complaining customers. The Company has since trained its staff and has appropriate procedures in place to ensure timely and complete written responses are submitted to Commission staff.

Additionally, 16 of these occurred on February 10, 2025, or February 17, 2025, and were the result of a *single* incident related to the reuse system in Longwood.

**Case Number 1453857W**

While the Company did untimely respond to the above-reference case, this complainant was determined not to be a water customer of SWS. Thus, they were directed to resolve the meter reading issue with their proper service provider.

**Case Numbers 1452358W, 1469370W, 1482919W, 1463525, 1483997W and 1473691W**

Six of the 25 complaints that witness Plescow indicates are apparent rule violations relate to the installation of new Advanced Metering Infrastructure (“AMI”) meters. In Order No. PSC-2025-0196-FOF-WS, issued on June 6, 2025, Docket No. 20240068-WS (Application for Rate Increase by Sunshine Water Services Company), the Commission approved the

1 replacement of old water meters with AMI meters. The Company's statewide meter  
2 replacement program began in 2024 and finished at the end of 2025. The Company utilized  
3 a contractor to assist in the removal of old meters and the installation of new AMI meters for  
4 all of its water customers. As a result of this extensive process, certain customers experienced  
5 issues in the transition from old-to-new meters.

6  
7 **Case Number 1463716**

8 The Company gathered extensive information for this complaint to assist the customer and  
9 the Commission's review of the complex factual circumstances presented in this complaint.  
10 The Company implemented the Commission's required billing adjustments and account  
11 close-out.

12  
13 **Q. Does this conclude your rebuttal testimony?**

14 **A.** Yes, it does. I reserve the right to update, supplement, or amend my testimony should relevant  
15 information come available in the future.