

3/19/2026

Subject: Formal Opposition to Proposed Water Rate Increase- Tymber Creek HOA

Dear Florida Public Service Commission,

I am writing as a resident of Tymber Creek HOA in Ormond Beach, FL, to formally express my opposition to any proposed water rate increase associated with Central States Water Resources (CSWR).

Based on both my personal experiences and a broader pattern of concerns reported by our community and other communities, I do not believe this rate increase is justified.

CSWR has a widely-known reputation for acquiring small or HOA-based water systems and then pursuing significant rate increases by citing aging infrastructure. However, the condition of the infrastructure either was known or should have been known through proper due diligence. Any deficiencies should have been accounted for in the acquisition and long-term planning-not passed on to the residents afterward.

For that reason, I strongly oppose any rate increase that shifts the financial burden of pre-existing conditions onto homeowners who had no role in the transaction.

I also want to clearly express the real impact this will have on our community. Broadly speaking, Tymber Creek is not a high-income neighborhood. Many families here are middle to lower income, working hard to manage rising costs across the board- housing, insurance, food and utilities. A significant increase in water rates would not be a minor inconvenience; it would be a meaningful financial strain on many households.

Water is a basic necessity, not optional, and increasing rates under these circumstances disproportionately affects communities like ours who have less flexibility to absorb additional costs.

There have been multiple instances where water service was shut off here in Tymber Creek without any prior notice. On those occasions, I and the rest of the neighborhood, was left without water unexpectedly, with no communication explaining what was happening or when service would be restored. This created immediate disruption to basic daily needs, in one case for 15 hours.

I personally had to take the step, as well as many of my neighbors, of filing a complaint because I could not get clear answers or reliable information. That should not be necessary for something as fundamental as water service.

Even when attempting to resolve issues directly, I experienced poor customer service. I have had customer service reps disconnect the call in the middle of a conversation, without resolution or follow up. I have felt left without support or accountability when trying to address legitimate concerns.

These experiences are not isolated. There have been numerous complaints filed by customers in other communities, including complaints documented through the Better Business Bureau, citing issues such as billing concerns, lack of communication and poor customer service. This pattern raises serious concerns about whether customers are receiving the level of service that should accompany any request for increased rates.

Given:

- CSWR's known business model of acquiring distressed systems and then petitioning for higher rates
- The likelihood that infrastructure issues were identifiable prior to acquisition
- A pattern of customer complaints, including those filed with the Better Business Bureau
- My own direct experience, along with those in my community, and the need to file a complaint

I respectfully request that the Florida Public Service Commission deny any proposed rate increase for Timber Creek at this time.

At a minimum, before any future consideration of rate adjustments, CSWR should be required to:

- Demonstrate clear and documented due diligence performed prior to the acquisition
- Provide full transparency on infrastructure conditions and upgrade costs along with a solid timeline of when these repairs/replacements will be made
- Establish consistent, reliable communication practices with residents
- Show measurable improvements in service quality

Until those basic standards are met, it is unreasonable to ask residents, especially in a middle to lower income community, to bear additional financial burden.

I believe strongly that our community should not be asked to pay more for a service that has, in my experience, become less reliable, less transparent and less responsive, to a company with a pattern of unjust and inequitable practices.

Thank you for your time and careful consideration of this matter.

Sincerely,
Bethany Spohr
Resident of Tymber Creek HOA
Ormond Beach, FL