

To: Office of the Commission Clerk

3-14-26

RECEIVED FPSC  
Docket No. 2025 0052-W5

Joy Rumans  
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2026 MAR 24 PM 3:16

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CORRESPONDENCE  
3/24/2026  
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COMMISSION  
CLERK

Concerning the rate hike requested by CSWR, I request a denial for the amount they want, due to the frequency that we (customers) get "boil water" notices. I understand this Texas based company purchases older systems in numerous states with the intention to repair and update them. I can appreciate that goal, but they subject many subdivisions to loss of clean water on a near continual basis.

We've lived at this address for 47 yrs. The 1<sup>st</sup> 42 yrs., under Sunshine Utilities, we experienced approx. 5 'boil water' notices in total. In the last 4-5 yrs. under CSWR, there have been so many, (approx. 15) times that I wrote to the PSC, which helped slow the notices for a short period. The usual reason given is "Unplanned Service Outage" "Infrastructure Failure," we've already had 2 this year.

Our daughter lives 5 min. away in another subdivision. They have even more 'Boil' notices than us.

CSWR offers no refund/discount for the major inconvenience this causes. They do merit an increase due to structure improvement, but not the amount of their requests. Sincerely, Joy Rumans



Ms. Joy Rumans  
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