



March 25, 2026

**VIA ELECTRONIC FILING**

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

Re: Docket No. 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 in the above docket is Sunshine Water Services Company's Report on Customer Service Hearings.

Thank you for your assistance in connection with this matter.

Sincerely,

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

Virginia L. Ponder

VLP/dk  
Attachment

cc: All parties of record (w/attachment)

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

FILED: MARCH 25, 2026

**SUNSHINE WATER SERVICES COMPANY'S  
REPORT ON CUSTOMER SERVICE HEARINGS**

The Florida Public Service Commission conducted virtual customer service hearings for the above-captioned matter on March 10 and March 11, 2026. See DN 01203-2026. A total of 6 customers commented during the three service hearings. The following constitutes Sunshine Water Services Company's (the "Company") report on its efforts to assist customers that identified specific service issues.

**1. Ignacio Estevan**

Mr. Estevan testified at the hearing held on March 10 at 2:00 p.m. Mr. Estevan commented regarding customer service shortcomings and the lack of adequate protocols to timely notify customers of unusually high water consumption.

**RESPONSE:** The Company called the customer on March 12, 2026, and discussed the voluntary credit the Company issued.

**2. Jonathan Brown**

Mr. Brown testified at the hearing held on March 10 at 2:00 p.m. Mr. Brown commented on the high wastewater rates and flat fee charges in Longwood.

**RESPONSE:** The Company called Mr. Brown on March 12, 2026, to discuss his comments. The Company also explained why some Longwood customers are charged a flat fee.

### **3. Ernest Trawle**

Mr. Trawle testified at the hearing held on March 10 at 2:00 pm. Mr. Trawle commented that he was unsatisfied with the quality of service and inability to resolve a pipe break issue with the company despite several calls to customer service.

**RESPONSE:** The Company called Mr. Trawle on March 13, 2026, to discuss his comments. The company advised Mr. Trawle the curb stop and AMI meter would be installed no later than March 17, 2026. The Company installed the curb stop and AMI meter on March 17.

### **4. Gilbert Jannelli**

Mr. Jannelli testified at the hearing held on March 10 at 2:00 pm. Mr. Jannelli, a commercial customer, expressed his concern about the increase to the wastewater rates and that he did not receive a call back from the Company's customer service department to his inquiry regarding rates.

**RESPONSE:** The Company called Mr. Jannelli on March 12, 2026, to discuss his comments. The customer did not answer.

## **5. Marvin Stockert**

Mr. Stockert testified at the hearing held on March 10 at 5 pm. Mr. Stockert testified that he did not have a problem with the service but did have a concern with the increase in rates for wastewater.

**RESPONSE:** The Company called Mr. Stockert on March 12, 2026, to discuss his comments. The customer did not answer.

## **6. Cara Morales**

Ms. Morales testified at the hearing held on March 11 at 10 am. Ms. Morales testified that she was dissatisfied with the high rates and charges, and that her water pressure was extremely low.

**RESPONSE:** The Company called Ms. Morales on March 13, 2026, to discuss her comments and the customer did not answer. The customer returned the call and left a voicemail. The Company called and spoke with Ms. Morales on Tuesday, March 24, 2026. Ms. Morales expressed her frustrations regarding the rates and the company acknowledged her concerns. During the conversation, the Company explained that the PSI measurement on the Company's side does not show low

pressure and recommended that she consider having a plumber assess her home as there may be an issue affecting her water pressure internally.

DATED this 25<sup>th</sup> day of March 2026.

Respectfully submitted,



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J. JEFFRY WAHLEN

[jwahlen@ausley.com](mailto:jwahlen@ausley.com)

VIRGINIA L. PONDER

[vponder@ausley.com](mailto:vponder@ausley.com)

MATTHEW J JONES

[mjones@ausley.com](mailto:mjones@ausley.com)

Ausley McMullen

Post Office Box 391  
Tallahassee, Florida 32302

(850) 224-9115

ATTORNEYS FOR

SUNSHINE WATER SERVICES COMPANY

## CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing Report, filed on behalf of Sunshine Water Services Company, has been furnished by electronic mail on the 25<sup>th</sup> day of March 2026 to the following:

Jennifer Crawford  
Saad Farooqi  
Zachary Bloom  
Office of General Counsel  
Florida Public Service Commission  
Room 390L – Gerald L. Gunter Building  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850  
[jcrawford@psc.state.fl.us](mailto:jcrawford@psc.state.fl.us)  
[sfarooqi@psc.state.fl.us](mailto:sfarooqi@psc.state.fl.us)  
[zbloom@psc.state.fl.us](mailto:zbloom@psc.state.fl.us)  
[discovery-gcl@psc.state.fl.us](mailto:discovery-gcl@psc.state.fl.us)

Walt L. Trierweiler  
Patty Christensen  
Octavio Simoes-Ponce  
Office of Public Counsel  
111 West Madison Street – Room 812  
Tallahassee, FL 32399-1400  
[trierweiler.walt@leg.state.fl.us](mailto:trierweiler.walt@leg.state.fl.us)  
[Christensen.patty@leg.state.fl.us](mailto:Christensen.patty@leg.state.fl.us)  
[Ponce.octavio@leg.state.fl.us](mailto:Ponce.octavio@leg.state.fl.us)



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ATTORNEY