

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: 3/27/2026
TO: Office of Commission Clerk
FROM: Bureau of Consumer Assistance, Office of Consumer Assistance & Outreach
RE: Customer Correspondence

Please add the attached customer correspondence to Docket Correspondence-Consumers and their Representatives, in Docket 20250052.

RECEIVED-FPSC
2026 MAR 30 AM 10: 01
COMMISSION
CLERK

To: Office of Consumer Assistance
and Outreach

Docket No: 20250052-WS

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MAR 24 2026

FLORIDA PUBLIC SERVICE
COMMISSION CONSUMER ASSISTANCE

3-14-'26

Joy Rumans
2308 N.E. 37th St.
Ocala FL 34479

(352) 629-5689
jgrumans13@gmail.com

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 w/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 continuous basis.

We've lived at this address for 47 years. The 1st 42 yrs., under Sunshine Utilities, we experienced very few (approx. 7-10) "boil" notices in total. I've lost count of CSWR notices, but I estimate 10-15 times in 5 yrs.

The usual reasons given "Unplanned Service Outage" or "Infrastructure Failure". It's a main complaint online in Nexdoor App.

It's a huge disruption i.e. no brushing teeth/washing dishes/cooking/drinking/etc.

CSWR offers no refund or discount for the cost we bear buying water. They have made some improvements, but the constant continual water "boil" notices leave their customers frustrated and angry. Their patchwork of fixes is sub-standard. They haven't earned the price of ~~doubling~~ quadrupling our water bills.

Sincerely, Joy Rumans



Ms. Joy Rumans
2308 N.E. 37th St.
Ocala, FL 34479-6505

JACKSONVILLE RPDC 320

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