

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Wednesday, April 1, 2026 11:08 AM
To: 'Terry Wolfgram'
Cc: Consumer Contact
Subject: RE: 20250052-WS

Good Morning,

We will be placing your comments below in consumer correspondence in Docket No. 20250052, and forwarding them to the Office of Consumer Assistance.

Thank you!

Tristan Davis
Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6121

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From: Terry Wolfgram <twolfgram1@gmail.com>
Sent: Wednesday, April 1, 2026 11:06 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: 20250052-WS

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Dear Commissioners,

Here is my response from 3/31/26 public hearing.

Thank You.

Terry Wolfgram

CSWR Water Utility Rate Increase to Florida Commissioners March, 30, 2026

I would like to thank Madam Chairwoman Smith and the PSC Commissioners for conducting this listening session tonight.

My wife and I reside at 5017 Casablanca Circle Unit P21, Sebring, Florida . We are opposed to the 255% increase in our water utility rate by CSWR Florida. This rate increase by CSWR is totally unacceptable to our community at The Bluffs, and would present a hardship, especially to the seniors living on fixed incomes. It is my understanding that the per unit increase has gone from \$16.17 to \$59.43, as of October 2025. I cannot think of another utility nation-wide that has increased so drastically at one time.

I could go into detail the information I outlined in the docket I submitted earlier this month, but that would be redundant. I would rather focus on what other municipalities have experienced through privatized management of CSWR. Many customers in Mississippi have reported their bills have doubled or even tripled in recent years, effecting those in a state with the lowest median income in the country. CSWR customers have experienced drastic rate hikes from \$16 to \$67 for sewer services each billing cycle.

CSWR customers have expressed dissatisfaction, labeling the rate hikes as “greedy” and “unconscionable”.

The fact is that CSWR is a monopoly. As such, there is no competition, and therefore our condo association cannot seek other sourcing with more reasonable rates.

In conclusion I'm asking the PSC Commissioners to overturn CSWR's rate request of 255%, and to reduce this increase to a fair and reasonable level. As outlined in Wikipedia the "Florida water utility commissioners are responsible for regulating water and wastewater utilities, ensuring safe and reliable service at **fair** prices and overseeing the rates and operations of these utilities."

Again, thank you the opportunity to speak.