

Nickalus Holmes

From: Nickalus Holmes on behalf of Records Clerk
Sent: Wednesday, May 27, 2026 2:44 PM
To: 'Cynthia Kaiser'
Cc: Consumer Contact
Subject: RE: Docket Number: 20250108

Good afternoon

We will be placing your comments below in consumer correspondence in Docket No. 20250108 and forwarding them to the Office of Consumer Assistance.

Thank you,
Nick Holmes
Commission Deputy Clerk II
Office of Commission Clerk
Florida Public Service Commission
850-413-6770

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From: Cynthia Kaiser <cakaiser215@gmail.com>
Sent: Wednesday, May 27, 2026 10:17 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket Number: 20250108

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Thank you for your response to my questions regarding bad debt and water permit violations.

I understand the Utility reported \$0 bad debt. When followed up on by the PSC, they stated that approximately \$19,293.05 of bad debt is “absorbed” by the community. My question is, did you see supporting documentation of the bad debt in the amount of \$19,293.05 for the audit year 2024? The residents at Sunlake Estates find it highly suspicious as it would take a tremendous amount of unpaid bills to reach that amount. This amount was provided to the PSC on March 11, 2026 in Staff’s request for information. Could this “bad debt” be metered water that is lost due to excessive water main breaks? It’s curious that 2024 experienced the most breaks at 29 and the previous year it was 10 breaks and the “bad debt” appears to correlate to the amount of bad debt.

I presume that because you question the bad debt, it is something that is investigated further by the PSC and Staff do not just accept \$0 as a working number because it is “absorbed” by the community. Again...highly questionable.

Below is taken directly from the Response provided to Staff from Sun’s legal representative, Mr. McGinn

4. Bad Debt Expense: According to the Utility's Annual Reports for the years 2022, 2023, and 2024, it recorded \$0 for bad debt expense.

a. Please confirm that the reported bad debt expense of \$0 is accurate for the years 2022, 2023, and 2024.

b. If not, please provide the correct bad debt expense amounts for each year.

RESPONSE: Bad debt is fully absorbed at the community level, which means that any uncollectible amounts are not in any way assigned to the utility entity. This approach provides a more accurate picture of each community's operational results and ensures accountability for revenue cycle practices at the community level.

*Below are the amounts of reported bad debt for the community for the below years:
2022: \$15,576.28; 2023: \$12,465.98; 2024: \$19,293.05*

Thank you for your time.

Cynthia Kaiser