

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Tuesday, July 7, 2026 8:33 AM
To: 'Cynthia Kaiser'
Cc: Consumer Contact
Subject: RE: Continued water issues at Sunlake Estates

Good Morning,

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!

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: Cynthia Kaiser <cakaiser215@gmail.com>
Sent: Sunday, July 5, 2026 4:33 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Continued water issues at Sunlake Estates

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7/5/26

PSC Staff:

I am writing regarding an issue that was recently brought to my attention by half-time residents of Sunlake Estates. I have been informed they have already shared their concerns with SUN and have copied PSC Staff on this issue but. I am writing as an added emphasis on the ongoing water issues.

These residents received a one-month water bill in excess of \$700! These residents have been away for a few months and when leaving for an extended period, they turn off their water at the street. That being said, how is it possible to have such an exorbitant water bill when the water is turned OFF? It obviously cannot be a water break, so it is likely a meter/transponder issue.

As stated in earlier communications to Staff, the transponders were installed by the community manager, not by licensed/certified technicians. Can SUN provide documentation that the meters have been regularly calibrated and the transponders are regularly tested to ensure accurate readings and transmission of those readings? I have not seen anything thus far.

This situation, unfortunately, goes even further. Their water bill is paid through an auto-pay feature so now they must fight for a refund. This simply is unfair and leads me to question why doesn't a utility such as SUN, have safeguards in place to alert residents of "outlier" readings? It seems to me this should be a standard operating procedure of any responsible company that provides such an important commodity.

I hope the Commission takes all the concerns residents have shared about SUN Utilities, LLC to make a fair decision that is reflective of the substandard service and questionable oversight of this utility.

Thank you for your time