

7/21/2026

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

Via E-Filing

**Re: Docket No. 20250108-WS — Sunlake Estates Utilities, L.L.C.
Filing of Utility's Response to Customer Complaint**

Dear Adam J. Teitzman or any associated Florida Public Service Commission Reviewer:

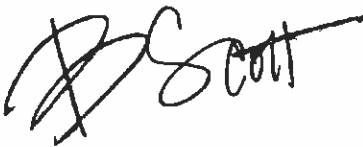
Enclosed herewith for filing in the above-referenced docket is a copy of a letter dated July 9, 2026, sent by Suzanne Rayborn, Regional Vice President of Sun Communities, Inc., to Ms. Judith Jones regarding her formal complaint concerning a water bill for the billing period of May 1, 2026 through June 5, 2026. Additionally communication included voicemails and emails for the resident.

This letter is being filed to advise the Commission that the utility has investigated and resolved the customer's billing complaint. The investigation determined that a data-entry error during manual meter reading entry resulted in an overstated water bill. The account has been corrected, and a refund in the amount of \$723.57 has been approved for processing to the customer.

The utility considers this matter resolved pending completion of the reimbursement.

Thank you for your attention to this matter. Should you have any questions, please do not hesitate to contact the undersigned.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Becky Scott", with a stylized flourish at the end.

s/ Becky Scott
Becky Scott
Director, MH Operations
Sun Communities, Inc.
(248) 846-8522
rscott2@suncommunities.com

Enclosure: Letter to Ms. Judith Jones dated July 9, 2026



July 9, 2026

Via Email and U.S. Mail

Ms. Judith Jones
1210 Sun Meadow Lane, Lot D43
Grand Island, FL 32735

Re: Formal Complaint Regarding Water Bill for Billing Period May 1, 2026 – June 5, 2026

Dear Ms. Jones,

Thank you for your correspondence regarding the water bill issued for your home at Sunlake Estates for the billing period of May 1, 2026 through June 5, 2026. We appreciate the opportunity to review your concerns and provide a formal response.

Following an investigation of your account and a review of the meter readings associated with the billing period in question, we determined that an error occurred during the manual entry of a meter reading into our billing system. Specifically, a digit was entered incorrectly, resulting in an inaccurate meter reading and the generation of an overstated water bill. Internal review and a subsequent field verification confirmed that the billed consumption did not accurately reflect actual usage at the property.

Upon identifying the error, Sun Lake Utility corrected the meter reading and adjusted the account to reflect the accurate consumption. Additionally, we have initiated a refund in the amount of **\$723.57**, representing the amount that was improperly charged and withdrawn from your account. The reimbursement is currently being processed and will be issued to you separately.

We understand your concern regarding the significant variance from your normal monthly water usage and appreciate you bringing the matter to our attention promptly. We recognize that receiving an unexpected bill and having those funds withdrawn through AutoPay can be frustrating, and we sincerely apologize for the inconvenience this error caused. In response to your request regarding future prevention measures, we have reviewed the circumstances that led to this billing error and are reinforcing our meter-reading verification procedures to reduce the likelihood of similar data-entry errors occurring in the future.

Based on our investigation, the matter was the result of an incorrect meter reading entry rather than actual water consumption at the property. The account has been corrected, and the refund has been approved for processing.

We consider the billing issue resolved pending completion of the reimbursement.

If you have any additional questions regarding your account or the adjustment made, please contact the community office, and we will be happy to assist you.

27777 Franklin Road, Suite 300
Southfield, MI 48034
www.suninc.com



Sincerely,
Suzanne Rayborn
Regional Vice President
Sun Communities, Inc.

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