

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Thursday, July 23, 2026 8:06 AM
To: 'Louann Crotty'
Cc: Consumer Contact
Subject: RE: Letter to Commission

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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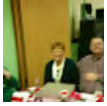
From: Louann Crotty (via Google Docs) <louanncrotty@gmail.com>
Sent: Wednesday, July 22, 2026 7:42 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Letter to Commission

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Louann Crotty attached a document



Louann Crotty (louanncrotty@gmail.com) has attached the following document:



Docket Number 20250108-WS

 Personal Letter to Commission

Does this item look suspicious? [Report](#)

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Louann Crotty
1345 Lake Drive
Grand Island, Florida 32735
July 22, 2026

Regarding Docket Number 20250108-WS

To SLEU Commissioners:

We are still having concerns over the rent increase rates suggested for the residents of Sunlake Estates Community in Grand Island Florida, located in Lake County.

I have not yet received any response as to how the SLEU plans to improve communication with its consumers . To date no effort has been made to do so.

SLEU is proposing an increase that will raise a customer using six thousand gallons of water from 19.90 to 50.90 a month Our utility company is our landlord with no information on how to contact them provided to residents. I also received no response on how increased rates would improve our services. We face numerous water main breaks and receive no compensation for disrupted services.

I ask you in your final water increase determination to consider the lack of reliable data and the condition of our water system at Sunlake Estates. Bills can not be verified without calculations. We are not sure how reliable our meters are, especially when they are read by the maintenance staff. How does one qualify to read community meters? These issues raise concerns that the meters and the water bills may not align. Bills are sent out for hundreds of dollars over the correct metered amount. Customers must wait for refunds due to errors in billing.

Raising rates on a system that lacks clarity and transparency is not acceptable. I still see no proof that water used for park operations is not paid for by residents.

You allow investors to earn a reasonable return on their investments. However, you are proposing rate increases that will not allow consumers to receive fair prices based on the quality of their services. You encourage efficiency and innovation among regulated utilities while encouraging responsible use of resources and technology in the

consumption of utility services. Where and how do we take advantage of these services?

How will you protect consumers from poor infrastructures, disruptions in service, and from rising costs with questionable data?

Sincerely,

Louann Crotty