

Tristan Davis

From: Kelly Thompson
Sent: Friday, July 31, 2026 3:58 PM
To: Consumer Correspondence
Subject: Docket No. 20250108 Sunlake - FW: URGENT – Request to Address the Commission – Material Factual Inaccuracies in Sunlake Estates Utilities' Filing

Please place in the Sunlake Docket File.

Thanks
Kelly

Kelly Thompson, MSA
External Affairs Manager
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(850) 413-6986



From: JJ <jujo13@yahoo.com>
Sent: Wednesday, July 22, 2026 12:36 PM
To: Speaker Signup <SpeakerSignup@psc.state.fl.us>
Subject: URGENT – Request to Address the Commission – Material Factual Inaccuracies in Sunlake Estates Utilities' Filing

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Dear Commission Clerk,

I respectfully request permission to address the Florida Public Service Commission when Docket No. 20250108 is considered.

I believe it is essential that the Commissioners hear directly from me before determining whether Sunlake Estates Utilities, L.L.C. should be granted the significant increases in water and wastewater charges it is seeking.

The information I wish to present is directly relevant to the Commission's consideration of this application. It raises serious concerns regarding the reliability of the utility's billing, meter reading, customer account and complaint handling systems and whether those systems demonstrate the standards of accuracy, reliability and accountability expected of a regulated monopoly.

Since I submitted my complaint to Sunlake Estates Utilities on 1 July 2026 and subsequently advised the Florida Public Service Commission that my complaint remained unresolved after the utility failed to respond by my deadline of July 2026, **I have received no communication whatsoever from Sunlake Estates Utilities regarding the investigation or resolution of my complaint.**

I have received:

- **no refund to the bank account from which the disputed amount was withdrawn by Autopay;**
- **no explanation of the utility's investigation;**
- **no request for further information;**
- **no emails**
- **no letter at either my UK correspondence address, to which the utility routinely sends my utility bills, or at my Florida property.**

The utility now claims that it sent a letter dated **9 July 2026** to my Florida property. However, that property has been vacant since **19 March 2026** which was made clear in my complaint to them. A neighbour has been regularly checking my mailbox on my behalf and has confirmed that as of today July 22nd, there was **no correspondence from Sunlake Estates Utilities, L.L.C.**, or indeed any other mail, in the mailbox.

The utility informed the Commission that my complaint had been investigated and resolved before I had been given any opportunity to receive, consider or respond to its alleged correspondence.

It has produced no evidence whatsoever that I received, or even had the opportunity to receive, the alleged correspondence before representing to the Commission that my complaint had been resolved. I only became aware of the alleged letter when a neighbour informed me that it had been filed on the Commission's docket.

The utility's filing therefore contains material factual inaccuracies. I did not receive the communications it relies upon, I did not receive a refund and I did not agree that my complaint had been resolved.

These are not minor administrative errors. They are material representations made to the Commission in support of the utility's position that my complaint had been resolved. **I respectfully submit that the Commissioners should hear my evidence before relying upon those representations when determining the utility's application.**

My complaint extends far beyond reimbursement of the disputed charges. It concerns not one isolated billing anomaly, but three consecutive bills that are fundamentally inconsistent with the known occupancy of my property. The first recorded no water consumption while I was living at the property. The second recorded water consumption after I had left Florida and turned off the water supply. The third recorded more than 324,000 gallons of water consumption while the property remained vacant with the water supply turned off. Taken together, these anomalies raise serious concerns regarding the reliability of the utility's meter readings, billing processes, customer records and complaint handling procedures. These are precisely the matters that I believe the Commissioners should hear before determining whether the utility has demonstrated the level of accuracy, reliability and accountability expected of a regulated monopoly seeking authority to increase customer charges.

I respectfully submit that the Commission should not determine this application without first hearing evidence that the utility's filing contains material factual inaccuracies regarding the handling and resolution of my complaint.

I therefore respectfully request permission to address the Commissioners directly before any decision is made. As I am currently in the United Kingdom, I would be grateful if arrangements could

be made for me to participate remotely by telephone or videoconference if personal attendance is not possible.

Thank you for your consideration.

Yours faithfully,

Judith Jones

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