

Tristan Davis

From: Kelly Thompson
Sent: Monday, August 3, 2026 9:22 AM
To: Consumer Correspondence
Cc: Saad Farooqi
Subject: Docket No. 20250108 Sunlake - FW: URGENT – Request to Address the Commission – Material Factual Inaccuracies in Sunlake Estates Utilities' Filing
Attachments: Final Submission to Commission Aug 1.pdf
AttachCount: 1

Please add to docket file

Kelly

From: Saad Farooqi <SFarooqi@psc.state.fl.us>
Sent: Monday, August 03, 2026 9:20 AM
To: Kelly Thompson <KTHOMPSON@PSC.STATE.FL.US>
Subject: FW: URGENT – Request to Address the Commission – Material Factual Inaccuracies in Sunlake Estates Utilities' Filing

Could you please add the below email and provided attachment from Ms. Judith Jones to the docket file regarding Docket No. 20250108? Thanks so much.

Saad Farooqi
Senior Attorney
Florida Public Service Commission
(850) 413-6214

From: JJ <jujo13@yahoo.com>
Sent: Saturday, August 1, 2026 9:54 AM
To: Saad Farooqi <SFarooqi@psc.state.fl.us>
Subject: Re: URGENT – Request to Address the Commission – Material Factual Inaccuracies in Sunlake Estates Utilities' Filing

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Dear Mr Farooqi,

Thank you so much for getting back to me and for offering to make sure my comments are placed in the docket.

As my last few submissions had not appeared on the docket, I had actually prepared another document (attached) to use as the basis of what I was going to present to the Commissioners on Tuesday.

More and more information has been coming to light, which is directly relevant to the proposed rate increase. I have tried to bring the most important of that together in this latest submission.

As I now won't have the opportunity to speak, I would be really grateful for your help in making sure that this particular submission is placed in the docket and is available to the Commissioners before the Conference.

Of everything I have sent, this is probably the most important, simply because it contains the latest information and brings together all the issues I had intended to put directly to the Commissioners.

Thank you again — I really do appreciate your help with this.

Kind regards,

Judith Jones

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On Friday, 31 July 2026 at 20:18:22 BST, Saad Farooqi <sfarooqi@psc.state.fl.us> wrote:

Good afternoon Ms. Jones,

Thank you for reaching out. Unfortunately, telephonic speakers have been limited to 2 speakers regarding this matter at the August 4th Commission Conference and the 2 speakers have already been approved.

I can ensure that your comments below are placed in the docket file for the Commissioners to review prior to the Agenda Conference next week. If there are further comments that you wish to send in, please email me as soon as possible.

Thanks,

Saad Farooqi

Senior Attorney

Florida Public Service Commission

(850) 413-6214

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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**Submission to the Florida Public Service Commission Hearing August 4
Re Sunlake Estates 20250108**

Judith Jones – Lot 043 1210 Sun Meadow Lane, Sunlake Estates

What follows is my direct experience over the past five months, supported by documentary evidence. It concerns not simply one extraordinary billing error, but the serious weaknesses in Sun's systems, controls, complaints handling and billing processes that the error exposed. **All those issues remain unresolved.**

In March a neighbour shared Lake County's water-conservation advisory. In May, mandatory once-a-week watering restrictions took effect. **Sun gave residents no notice and did not amend the prospectus**, which still required irrigation twice a week, leaving residents in the impossible position of either complying with the prospectus or breaching the county's mandatory watering restrictions.

I then received a water bill of **\$723.57 for 324,538 gallons**. I had turned the water off at the stop valve on 19 March 2026 before leaving the property because I had previously experienced high water bills while the property was empty. Nevertheless the bill was still generated and **collected by AutoPay**.

I reported the error to the office administrator, then sent a formal complaint to the site manager, Regional Vice President and Customer Services, giving 15 days for a response. Receiving none, I complained to the Florida Public Service Commission.

At a meeting with residents, Sun had previously stated that:

- manual meter reading left "a lot of room for error";
- new satellite-read meters would improve accuracy, with manual readings only where necessary;
- every monthly bill showing either zero usage or more than 8,000 gallons would be reviewed to identify anomalies;
- residents would be contacted where unusually high usage was identified; and
- billing would become more consistent, meter-reading accuracy would improve, and residents would have better access to their billing history.

Those statements are directly relevant to what happened to my account. Despite Sun's stated intention to move to satellite-read meters and to limit manual readings to cases where they were necessary, **manual meter readings by maintenance staff have been taking place regularly this year**. The 324,538-gallon reading that generated the \$723.57 bill was one such manual reading. A reading of that size was **more than forty times the 8,000-gallon threshold** Sun itself had identified for review, yet the bill was still generated and the money taken automatically by AutoPay. My account had also recorded zero usage during an earlier billing period — another circumstance Sun had said would trigger review.

This raises obvious questions. If satellite-read meters were intended to improve accuracy and manual readings were only to be used where necessary, **why have manual readings by maintenance staff continued on a regular basis?** Are the safeguards Sun described still in place? If so, why did they fail? If they are no longer in place, what replaced them? And if maintenance staff are routinely responsible for reading meters, why is there no robust system to ensure readings are accurate, independently verified, and capable of detecting obvious anomalies before bills are

issued and money is taken automatically, so that residents are not exposed to substantial financial loss through avoidable human error?

On 6 July the office administrator told another resident that mine was not the only unusual account and that she had had to correct several accounts. She also said that meters were being read by maintenance staff. This was subsequently confirmed by the Regional Vice President in Sun's submission to the Commission, in which she acknowledged that my erroneous bill resulted from a **maintenance employee's incorrect meter reading**.

After speaking with other residents who had experienced similar issues over a number of years, I reviewed my three latest bills. They revealed further anomalies:

- **zero usage** while I was still **living at the property**;
- **1,540 gallons** while the property was **unoccupied**; and
- **324,538 gallons** while the property **remained unoccupied**.

These anomalies raise serious questions about meter accuracy, the effectiveness of Sun's billing controls, and the safeguards that should have prevented AutoPay from collecting payment on an obviously erroneous bill.

On 21 July, close to the closing date for submissions in Sun's pending rate-increase case before the Commission, Sun filed a submission enclosing what it claimed was a letter sent to me on 9 July. In it the Regional Vice President asserted that the erroneous bill arose from a manual meter-reading error, that **my account had been rectified**, that a refund had been created, and that the utility regarded the matter as resolved pending reimbursement.

I never received that letter, any email, or any other communication of the kind Sun described. No evidence has been produced that the letter was ever sent or delivered, that I was contacted about my complaint, or that I agreed the matter was resolved. **My bank account confirms that I have still not received the stated reimbursement.** The timing of the filing, shortly before the deadline for submissions in the rate case, inevitably raises the question whether it was intended to present the appearance of an effective complaints process while the utility was seeking higher rates.

I submitted evidence directly contradicting those assertions, but it has not been included in the docket. My own evidence shows the opposite of what Sun claimed. When I checked my online account on 26 July — more than two weeks after Sun stated the account had been rectified — it displayed an outstanding balance of **\$1,771, including a late-payment fee**, and appeared to be recovering the same erroneous **\$723.57 for a second time**, even though that sum had already been taken by AutoPay on 5 July. **If the account had genuinely been corrected on 9 July, these errors could not have existed.** Why was AutoPay left uncorrected? How could a late fee be applied to an account from which payment had already been taken automatically? And why has the promised refund still not appeared in my bank account?

What checks, if any, were carried out before the Commission was told the account had been rectified and the complaint resolved? **If none were made, that is deeply concerning. If checks were made, then the evidence before the Commission directly contradicts the statement Sun submitted.** The screenshots of my online account, together with the absence of any reimbursement in my bank records, demonstrate that **the account had not been rectified as claimed.**

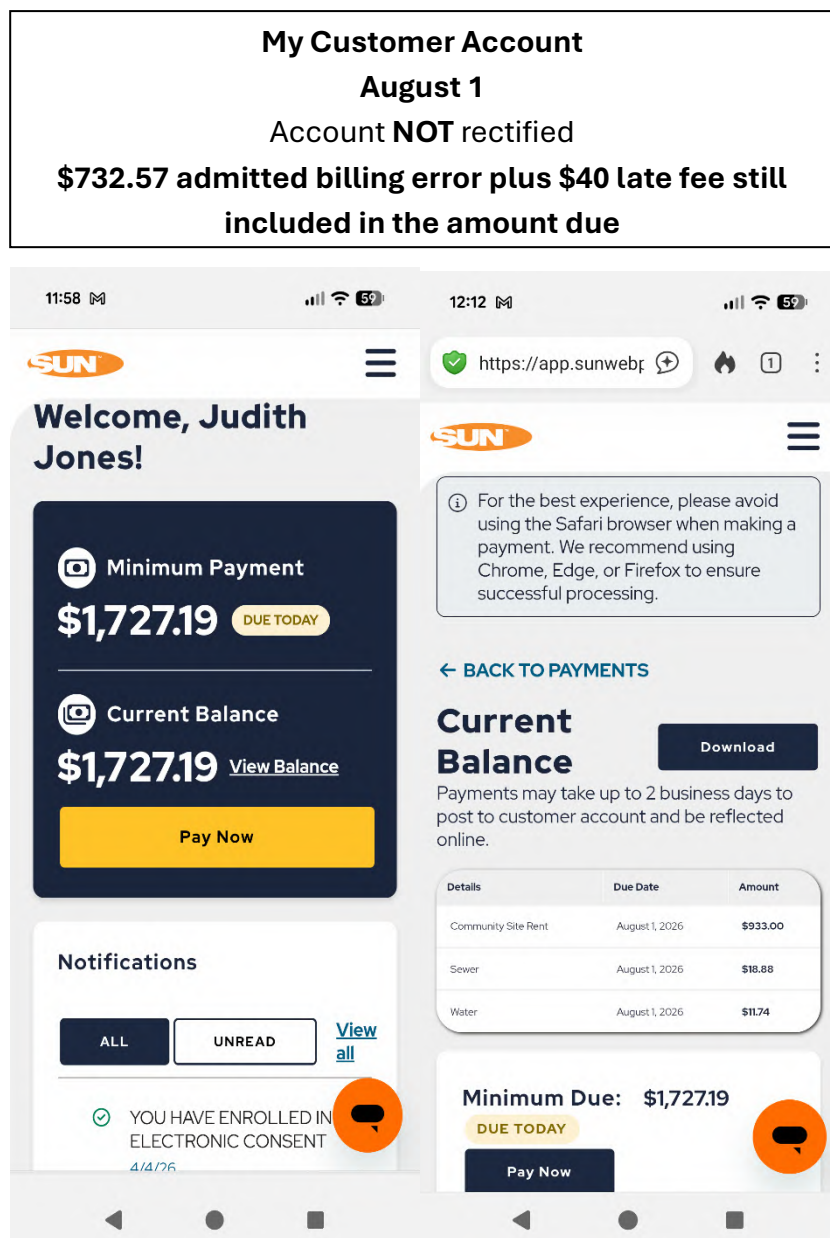
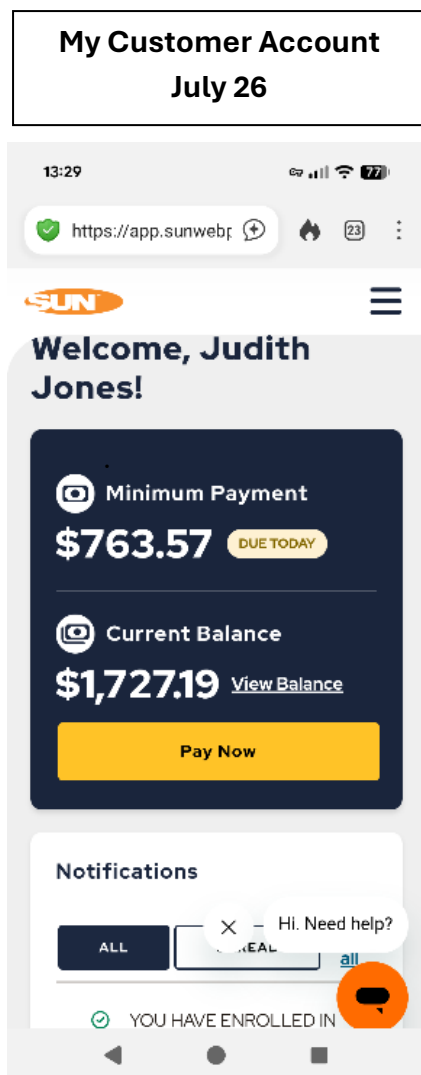
None of this should have required a resident to discover and pursue. A competent utility should warn customers of problems, ensure meters are accurately read by trained staff, identify abnormal usage before issuing bills or taking payment, keep customer accounts accurate, and handle complaints promptly and effectively. These are not isolated incidents but further examples of failures in the delivery of basic utility services.

It is also relevant that Sun had previously acknowledged at a meeting with residents that water main breaks were an ongoing issue. Residents were given assurances about improved meter accuracy, more consistent billing, and systems intended to identify abnormal usage. The question for the Commission is therefore not simply whether individual failures have occurred, but whether known problems have been adequately addressed and whether the safeguards Sun itself said were in place are actually functioning.

Taken together, these are not isolated errors. They demonstrate repeated failures in operational management, billing controls, customer communication and complaint handling. More seriously, they also raise concerns about the reliability and safety of the water service itself. Repeated water main breaks and interruptions to supply have occurred, and over the last three months alone there have been **at least three water main breaks where residents were not issued with the boil-water notices** that should have followed as a basic public health precaution, potentially placing residents' health at risk. These are not merely historical concerns: even this week residents have experienced another failure in basic service, with **scheduled water bills not being issued**.

The Commission's responsibility is not simply to determine whether a rate increase can be justified financially. It must also be satisfied that the utility is providing a safe and reliable water service and is operating competently, responsibly and in the public interest before requiring customers to pay more.

Against the current background of repeated water main breaks, failures to issue boil-water notices, continuing billing and meter-management problems, unanswered complaints and, most recently, the failure even to issue scheduled water bills, I **respectfully question whether any increase can presently be justified, let alone an increase of more than 60% as recommended by Commission staff**. Before customers are required to pay substantially more for this service, the Commission should first be satisfied that these fundamental and continuing failures have been fully examined and addressed.



Sun stated that my account has been rectified.

These screenshots show a minimum payment due on August 1 of **\$1727.19**. The legitimate charges shown total **\$963.62**. The difference is exactly \$723.57 which is the previously admitted erroneous charge plus the \$40 late fee for an account paid on time by autopay.

The account has **NOT** been rectified and exposed me to being **charged a second time for an error that has been admitted and should never have occurred.**

I have still received no reimbursement.