

**From:** Kelly Thompson  
**Sent:** Tuesday, August 4, 2026 3:56 PM  
**To:** Consumer Correspondence  
**Cc:** Saad Farooqi  
**Subject:** Docket No 20250108 Sunlake - FW: URGENT: Formal Challenge to Sun's Misrepresentation to the Commission at Today's Hearing

Please add to docket file.

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**From:** Saad Farooqi <SFarooqi@psc.state.fl.us>  
**Sent:** Tuesday, August 04, 2026 3:14 PM  
**To:** Kelly Thompson <KTHOMPSO@PSC.STATE.FL.US>  
**Subject:** FW: URGENT: Formal Challenge to Sun's Misrepresentation to the Commission at Today's Hearing

Good afternoon Kelly,

Could you please add this under correspondence in Docket No. 20250108? Thanks!

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

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**From:** JJ <[jujo13@yahoo.com](mailto:jujo13@yahoo.com)>  
**Sent:** Tuesday, August 4, 2026 2:03 PM  
**To:** Saad Farooqi <[SFarooqi@psc.state.fl.us](mailto:SFarooqi@psc.state.fl.us)>  
**Subject:** URGENT: Formal Challenge to Sun's Misrepresentation to the Commission at Today's Hearing

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Judith Jones -1210 Sun Meadow Lane - Docket: 20250108

Dear Saad,

I am writing following today's hearing because I am extremely concerned by Sun's representation to the Commission that my complaint had been **satisfactorily dealt with**.

I want to formally and unequivocally challenge that statement and ask that my challenge be placed on the record in Docket No. 20250108.

This is not a question of Sun being unaware of the current position. **Sun had the relevant information before today's hearing.** The information and correspondence Carlos forwarded to Sun over the last week made perfectly clear that the matter remained unresolved.

**That was a clear misrepresentation of the actual position.**

I have never told Sun that I consider the matter satisfactorily resolved. There is no communication from me saying that it is resolved and Sun has presented no evidence of any such agreement or acceptance by me.

More importantly, **Sun's statement today directly contradicts its own previous written position.**

Sun itself stated that resolution was **"dependent on the reimbursement."**

Those are Sun's own words.

**I have not received the reimbursement.**

Therefore, even by Sun's own expressly stated criterion, the matter has not been resolved. It is impossible to reconcile Sun's previous statement that resolution was "dependent on the reimbursement" with its representation to the Commission today that the complaint had been satisfactorily dealt with when that reimbursement has never occurred.

Nor have the consequences of the problem ended. AutoPay subsequently attempted to collect the erroneous amount again. My account is currently showing **\$1,727 due, which includes the amount Sun has already acknowledged was erroneous.**

I am now actively trying to pay my legitimate rent and water charges, but I cannot safely use AutoPay while Sun continues to show an incorrect amount as due. I have also not received the current water bill, so I do not even know the correct total I should pay. I am contacting the office specifically to have it recorded that I am attempting to pay and require the account to be corrected so that I can do so.

This is considerably more serious than a disagreement between Sun and a customer about whether its response was adequate and extremely serious issue for the Commission.

The Commission is being asked in this proceeding to rely upon information, evidence and representations made by Sun in reaching decisions that will financially affect every customer of this utility. It must therefore be able to have confidence that what Sun tells it is complete, accurate and reliable.

**If Sun is prepared to make a categorical representation to the Commission concerning my complaint that is directly contradicted both by information already in its possession and by its own previous written statement, what confidence can the Commission reasonably place in the accuracy and reliability of Sun's other representations in this proceeding?**

That is now my wider concern.

I am not asking the Commission simply to accept my account rather than Sun's. **The documentary evidence speaks for itself.** The Commission can establish what information Sun had before today's hearing, what Sun itself previously said was required for resolution, and whether the reimbursement upon which Sun said resolution depended has actually occurred.

I therefore ask that Sun be required to explain:

1. **On what factual or documentary basis did Sun tell the Commission that my complaint had been satisfactorily dealt with?**
2. **How does Sun reconcile that statement with its own previous statement that resolution was “dependent on the reimbursement,” when no reimbursement has been received?**
3. **Where is the evidence that I ever confirmed or agreed that the complaint had been satisfactorily resolved?**
4. **Why did Sun make this representation despite having already received information from Carlos demonstrating that the matter remained unresolved?**

If Sun cannot substantiate the representation it made today, I ask that the Commission record be formally corrected so that it is not left with a materially inaccurate account of the status of my complaint.

I also respectfully ask the Commission to consider the broader implications.

Please confirm that this email will be placed on the record in Docket No. 20250108 and advise me what further procedure is available to ensure that Sun’s statement at today’s hearing is formally challenged and corrected.

Yours sincerely,

Judith Jones

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