

Tristan Davis

From: Saad Farooqi
Sent: Monday, August 10, 2026 10:30 AM
To: Consumer Correspondence
Subject: FW: Refund, ledger correction, meter reading rectified Ongoing issue with Sunlake Estate

Please add the below emails to Correspondence in Docket No. 20250108. Thank you.

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

From: JJ <jujo13@yahoo.com>
Sent: Wednesday, August 5, 2026 2:08 PM
To: Saad Farooqi <SFarooqi@psc.state.fl.us>
Subject: Fw: Refund, ledger correction, meter reading rectified Ongoing issue with Sunlake Estate

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Hi Saad,

Yes, its me again! So sorry but just when I think this has reached the pinnacle of absurdity, Sun raises the bar. I'm trapped in an endless loop of utter nonsense!

I've forwarded to Carlos as well

Kind regards

Judith

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----- Forwarded message -----

From: JJ <jujo13@yahoo.com>

To: "dsampson1@suncommunities.com" <dsampson1@suncommunities.com>

Sent: Wednesday, 5 August 2026 at 14:50:50 BST

Subject: RE: Refund, ledger correction, meter reading rectified

Perhaps you need to contact the VP who informed the commission that this has already been rectified. She clearly knows how to do it.

[Yahoo Mail: Search, organise, conquer](#)

On Wed, 5 Aug 2026 at 14:27, Donna Sampson
<dsampson1@suncommunities.com> wrote:

Good morning Judy.

We have had to send this ticket to Concierge to correct your ledger as the way they told us to do it, we don't have that option. Randy even tried and he also doesn't have the option. I notified them yesterday just before I left for the day about the problem and asked them to correct it for us. As for the meter reading, I don't know how to correct it, but you are showing a "0" read and your water bill that is due for September 1st is \$30.62 which is the basic charge. I will check with Concierge also to see if they can adjust the reading. I will keep you advised as to what I find out and again, I am so sorry for this mistake and aggravation this has caused you.

Please don't hesitate to contact me if you have any further questions.

Thank you,

Donna Sampson
Office Coordinator
Sunlake Estates
Sun Communities, Inc.
1045 Great Lakes Blvd, Grand Island, FL 32735
Phone: (352) 350-1320
Fax: (352) 669-2568
dsampson1@suncommunities.com

From: JJ <jujo13@yahoo.com>

Sent: Wednesday, August 5, 2026 8:54 AM

To: Donna Sampson <dsampson1@suncommunities.com>

Subject: Refund, ledger correction, meter reading rectified

EXTERNAL EMAIL - Verify sender before opening links or attachments!

Hi Donna,

Thanks for chasing this up with Randy, I really appreciate it.

I'm a little confused as Sun stated in its submission to the PSC that my account had been rectified by July 9 and reimbursement issued. Clearly that wasn't the case, as the ledger still needs correcting and I haven't received any reimbursement. I've been checking my bank account daily (see attached).

I'm sure they wouldn't have sent a check as that doesn't make any sense. Sun knows the Florida property is empty. I know that nothing has been received as the mailbox is checked regularly. And it would be ridiculous to send a US check to my UK address, where it's not usable, especially when the money was taken electronically through AutoPay in the first place. Also, if it had been sent to me in the UK, Sun would have my signature for the signed for mail confirming receipt.

Could you also please get the meter reading corrected? It is still showing 360597 instead of 36059, even though subsequent usage is zero and I don't want that error carrying forward.

So hopefully the three most urgent matters can be sorted, the reimbursement, the ledger correction and the meter reading.

Could you also let me know what phone number you currently have on file for me?

Thanks again for your help,
Judith

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On Tuesday, 4 August 2026 at 21:10:07 BST, Donna Sampson <dsampson1@suncommunities.com> wrote:

Hi Judy,

I spoke with Randy and he is going to correct your ledger and remove the late fee. He informed me today that a refund has been issued. I'm trying to find out if it was refunded to your bank (which I hope it was) or if a check was mailed. I'll let you know as soon as I find out or if you see that it has been refunded to your bank account, please let me know. I'm so sorry this happened and took so long to get it rectified.

Thank you,

Donna Sampson
Office Coordinator
Sunlake Estates
Sun Communities, Inc.
1045 Great Lakes Blvd, Grand Island, FL 32735
Phone: (352) 350-1320
Fax: (352) 669-2568

dsampson1@suncommunities.com