

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Tuesday, May 5, 2026 2:06 PM
To: 'JJ'
Cc: Consumer Contact
Subject: RE: Docket No 20250108-WS Sunlake Utilities LLC

Good Afternoon,

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: JJ <jujo13@yahoo.com>
Sent: Tuesday, May 5, 2026 1:42 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket No 20250108-WS Sunlake Utilities LLC

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Please find attached comments Re Docket No 20250108-WS

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Formal Objection to Proposed Water Rate Increases – Sunlake Estates Utilities, LLC

To the Florida Public Service Commission

Judith Jones, a resident of Sunlake Estates, Lot D43, in Lake County, Florida, submitting a formal objection to the proposed water rate increases.

Based on the limited and unclear information provided by the utility, I have serious concerns regarding both the condition of the system and the adequacy and reliability of the supporting data.

1. Material deficiencies in the information provided

The documentation supplied to residents is insufficient to allow independent verification of the proposed rates.

Specifically:

- The rate sheet does not provide a clear, step-by-step calculation showing how customer bills are derived from the stated base charges and tiered usage rates.
- “Typical bill” examples are presented without supporting calculations, preventing verification.
- The “4-year rate reduction” column does not reconcile with the difference between current and proposed rates and is not explained.

As presented, the figures are **not transparent and not readily verifiable**, which is unacceptable in the context of a regulated utility rate increase.

2. Discrepancy between stated rates and customer impact

The published rate components suggest moderate increases. However, residents are being informed that actual bill impacts may be significantly higher.

No clear reconciliation has been provided between:

- the stated tariff increases, and
- the actual percentage increases residents are expected to experience

This lack of alignment raises serious concerns regarding how costs are being calculated and communicated.

3. Evidence of system failure and inadequate maintenance

The water system is currently experiencing:

- frequent pipe failures (10 in 2023; 29 in 2024; 15 in 2025)
- recurring pump problems

These are ongoing issues and indicate a system that is not being maintained to an acceptable standard.

It is not reasonable to approve substantial rate increases where:

- service reliability is demonstrably poor, and
- underlying infrastructure issues remain unresolved

4. Financial justification is incomplete and unsupported

The only financial data provided indicates:

- Gross water revenue: \$108,001
- Operating expenses: \$142,674

This implies a material operating deficit.

However, no breakdown has been provided to show:

- what constitutes “operating expenses”
- whether these include capital improvements or deferred maintenance
- whether costs have been prudently incurred

Without this information, the claimed deficit cannot be assessed for reasonableness or legitimacy.

5. Concern regarding cost recovery for deferred infrastructure

Given the condition of the system, there is a substantial concern that the proposed increases are being used to recover the cost of:

- deferred maintenance
- or capital replacement of aging infrastructure

If so, this represents a transfer of historical underinvestment costs onto current residents, which requires strict scrutiny and full transparency.

6. Request for regulatory action

In light of the above, I respectfully request that the Commission:

- Require a complete and detailed breakdown of all operating expenses
- Require clear, verifiable calculations demonstrating how customer bills are derived
- Require full explanation of all columns and figures in the rate schedule
- Investigate the condition, maintenance history, and reliability of the system
- Withhold approval of any rate increase until transparency and service adequacy are demonstrated

7. Conclusion

As presented, the proposal lacks the transparency, clarity, and supporting evidence required for regulatory approval.

Residents are being asked to accept substantial increases without:

- verifiable calculations
- clear cost justification
- or evidence of an adequately maintained system

This is not an acceptable basis for approving rate increases.

Judith Jones

Lot Number : D43

1210 Sun Meadow Lane

Grand Island, Florida 32735