

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Thursday, July 16, 2026 11:03 AM
To: JJ
Cc: Consumer Contact
Subject: RE: Public Comment – Docket No. 20250108-WS – Sun Utilities Rate Application

Good Morning,

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

PLEASE NOTE: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your email message may be subject to public disclosure.

From: JJ <jujo13@yahoo.com>
Sent: Thursday, July 16, 2026 10:27 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Cc: JJ <jujo13@yahoo.com>
Subject: Public Comment – Docket No. 20250108-WS – Sun Utilities Rate Application

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Docket No. 20250108-WS – Sun Utilities Rate Application

Dear Commissioners,

Please find attached my public comments for inclusion in **Docket No. 20250108-WS** concerning Sun Utilities' application for increased customer charges.

I have also submitted a separate formal consumer complaint to the Florida Public Service Commission regarding my individual billing dispute. That complaint is being dealt with through the Commission's Consumer Assistance process. The attached submission is provided for a different purpose.

My comments explain why I believe my experience gives rise to wider concerns regarding the reliability of Sun Utilities' meter reading, billing, customer account and complaints systems, and why I respectfully submit that those issues are relevant to the Commission's consideration of the utility's application for increased customer charges.

The attached documents include the key evidence referred to in my submission.

Thank you for your consideration. I respectfully request that these comments and supporting documents be included in the official record for Docket No. 20250108-WS.

Yours faithfully,

Judith Jones

'This e-mail and any files transmitted with it are confidential and intended solely for the use of the addressee. If you are not the intended recipient and have received this e-mail in error, you are advised that any use, dissemination, forwarding, printing, or copying of this e-mail is strictly prohibited. If an attachment is included we cannot accept any liability for any loss or damage sustained as a result of software viruses. It is your responsibility to carry out such virus checking as is necessary before opening any attachment.'

1210 Sun Meadow Lane
Grand Island 32735
Lot D43

July 16, 2026

Dear Commissioners,

I have submitted a separate formal consumer complaint to the Florida Public Service Commission concerning a disputed water bill issued by Sun Utilities. That complaint will be investigated through the Commission's Consumer Assistance process. These comments are submitted for a different purpose. I respectfully ask the Commission to consider whether my experience gives rise to wider concerns about the reliability of Sun Utilities' systems and whether those concerns warrant further regulatory scrutiny before the Commission determines Sun Utilities' application for increased customer charges.

My concerns are not based solely on one disputed bill. After receiving the disputed account, I reviewed the sequence of the three preceding water bills and identified a pattern of meter readings that I cannot reconcile with either the occupancy of my property nor my established pattern of water consumption. (Attachment 2)

The billing period covering **2 March to 1 April 2026** records **zero gallons** of water usage, despite the fact that we remained in occupation until **19 March 2026**. Before leaving Florida that day, I personally turned off the water supply at **3:20 p.m.** This was not a routine precaution. It was taken because, on a previous occasion while the property was unoccupied, an external water leak, of which we had been completely unaware, resulted in an unexpectedly large water bill. I was not prepared to risk a recurrence.

The following bill, covering **1 April to 1 May 2026**, records **1,594 gallons** of water usage even though the property remained vacant throughout that period with the water supply turned off.

The subsequent bill, covering **1 May to 1 June 2026**, records the meter increasing from **36,059** to **360,597**, representing **324,538 gallons** of water consumption whilst the property remained vacant and the water supply remained turned off. (Attachment 1)

For comparison, my highest monthly water consumption during the previous eighteen months was **2,940 gallons**, recorded in January 2026 when we cleaned the roof and pressure-washed the house. My normal monthly consumption is typically between **1,500 and 1,800 gallons**.

These three consecutive bills, when considered together, give rise to questions that extend far beyond one anomalous reading. They appear inconsistent with the known occupancy of the property and with each other. In my view, they **call into question the reliability and integrity of the meter reading and billing process itself**.

My concerns extend beyond the meter readings. When I attempted to understand what had happened, Sun Utilities' online customer account displayed contradictory information. **One page showed that a substantial balance remained outstanding, whilst another showed that my payment had been applied and my account balance reduced to zero.** Customers should be able to rely upon the accuracy of information presented within a regulated utility's customer account system. **Where the utility's own records cannot readily be reconciled, this inevitably gives rise to further questions regarding the reliability of the systems from which that information is produced.** (Attachment 3)

I also question the effectiveness of Sun Utilities' complaints process. Despite reporting the matter immediately and requesting an investigation, I received no meaningful explanation, no investigation findings, no substantive response and **no refund** before my deadline expired. Instead, I received an automated customer satisfaction survey. At the time these comments were prepared, **I have still not received a refund of the disputed charges, any explanation as to how the reading had arisen, why the extraordinary consumption had not been identified before the bill was issued, nor what investigation, if any, had been undertaken.** That experience does little to inspire confidence that significant billing anomalies are subject to effective investigation or resolution.

This is not simply about one customer's disputed bill. It is about the integrity of the systems relied upon by a regulated public utility. Accurate meter readings, reliable billing systems, dependable customer account information and effective complaints procedures are fundamental to public confidence in a monopoly utility.

The Commission is currently being asked to approve an increase in the charges paid by customers. In doing so, it must inevitably place reliance upon evidence, operational information and **water consumption data provided by Sun Utilities.**

The sequence of meter readings across these three consecutive bills, together with the contradictory information presented within Sun Utilities' online customer account and the absence of any meaningful explanation or investigation, gives rise to serious questions regarding the reliability of the utility's meter reading, billing, customer account and complaints systems, and the credibility of the resulting water consumption data.

Where an extraordinary recorded consumption of **324,538 gallons** can pass through those systems without being identified or investigated, and where the preceding bills themselves also contain meter readings that appear inconsistent with the known occupancy of the property, it inevitably **calls into question the reliability of the data generated by those systems and, consequently, the confidence that can properly**

be placed in the evidence relating to water consumption submitted by Sun Utilities in support of its application for increased customer charges.

I respectfully submit that, before determining Sun Utilities' application for increased customer charges, the Commission should satisfy itself that the utility's meter reading, billing, customer account and complaints systems are sufficiently accurate, reliable and robust.

Until that has been established, I suggest that caution should be exercised in relying upon water consumption data and related evidence provided by Sun Utilities in support of its application.

Public confidence depends not only upon the reasonableness of the rates charged, but also upon confidence that those rates are administered through systems capable of producing accurate, reliable and accountable results. **My experience has caused me to question whether those standards are currently being met.**

I have attached the following documents in support of these comments:

- The disputed water bill. (Attachment 1)
- The three preceding water bills illustrating the sequence of meter readings. (Attachment 2)
- Screenshots demonstrating the contradictory information presented within Sun Utilities' online customer account. (Attachment 3)
- Summary of Events Giving Rise to Regulatory Concerns. (Attachment 4)

I respectfully ask the Commission to take these matters fully into account when considering Sun Utilities' application and to satisfy itself that **the utility's operational systems, together with the evidence upon which it relies, meet the high standards of accuracy, reliability and accountability expected of a regulated monopoly before determining whether any increase in customer charges should be approved.**

Thank you for considering these comments as part of the Commission's deliberations.

Yours faithfully,

Judith Jones