

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Monday, May 11, 2026 8:09 AM
To: 'Pauline Pilat'
Cc: Consumer Contact
Subject: RE: the proposal of a HUGE water bill increase for Sunlake Estates community

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

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From: Pauline Pilat <paulimarty1967@gmail.com>
Sent: Friday, May 8, 2026 9:06 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: RE: the proposal of a HUGE water bill increase for Sunlake Estates community

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Dear Commissioner,

I am 12 1/2 year residence of Sunlake Estates in Lake County, and am writing to formally express my strong objection and opposition to the proposed water rate increase requested by Sunlake Estates Utilities, LLC (SEUL) - (Docket No. 20250108-WS) in Lake County. This drastic increase (78% to 190%) is unwarranted and will place a significant financial burden on most households in this community.

Affordability:

* The proposed rate increase is excessive compared to inflation and income growth. A (78% - 190%) increase is unjustifiable.

* SLEU states there are 2.48 people per household in Sunlake Estates. We would like to see the supporting documentation on this as all houses (we are aware of) have a maximum of 2 people and many with only 1 person.

* In addition to indoor daily water use for necessary functions, SUN, Inc. (Sunlake Estates Utilities, LLC's parent company) now mandates twice weekly watering of lawns and annual pressure washing of our homes. This was added to their revised Prospectus which went into effect in January 2026.

Quality of Service: The current service provided does not justify higher rates:

* Numerous water main breaks, often lasting several hours at a time leaving our community without water. Water main breaks are a frequent occurrence in Sunlake Estates. SLEU states they only received one complaint. Residents of this community would not know to complain to this utility company. All complaints and concerns are submitted to the SUN Community Management and, in some cases, directly to SUN, Inc. It is apparent these complaints/concerns are not passed along to SLEU. Sunlake Estates Utilities, LLC provides no relief on the sewer side for watering the lawn or other outdoor water usage.

FACT: There were 10 water main breaks in 2023, 29 breaks in 2024 and 15 breaks in 2025.

The monthly invoice payments are made out to Sunlake Estates. Contact information for SLEU is not noted anywhere on the bill.

* Poor communication when water-related issues occur.

IMPACT on Seniors/fixed Income:

* Many residents in this 55+ community are on fixed incomes, and this increase will force them to choose between water service and other essentials.

The 5+% rent increase this year and projected 7% rent increase next year, increased water rate and overall significant increases in all aspect of daily living would make it impossible for most seniors to sustain a healthy, comfortable lifestyle they worked their entire lives to enjoy. Many are already struggling to pay their increased pass-through taxes. This increase has the potential to cause some to have to sell their home or walk away from their house to simply survive.

**Alternative Approach: Before considering this extreme increase on vulnerable senior citizens, we ask that you recommend an "educational" approach to help relieve SLEU'S financial concerns.

* We understand an increase is inevitable, however, 78% increase is grossly excessive. We request that the Commission denies this rate increase and force Sunlake Estates Utilities, LLC to review their entire operational efficiency before placing a crippling burden on our senior citizens on fixed incomes.

* Thank you for your time and consideration of this serious matter. I look forward to the meeting on may 15th to hear the responses to our concerns.

I will remain hopeful that you will make the right decision for everyone living at Sunlake Estates in Lake Co. It is such a lovely community and I for one would hate to make a decision to try to sell my home and move out. This is my home. My husband passed away June 9, 2024 and we both loved making our final home here in Florida. I am hoping to remain here as long as possible.

With Prayers and Hope,

Pauline A. Pilat

2636 Niagara Way

Grand Island, Florida 32735