

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Monday, May 11, 2026 8:17 AM
To: 'Felicia Berg'
Cc: Consumer Contact
Subject: RE: Water rate increase

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: Felicia Berg <fberg59@gmail.com>
Sent: Saturday, May 9, 2026 7:45 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Water rate increase

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Re: Sunlake Estates Utilities, LLC
Docket No. 20250108-WS
Lake County, Florida

To Whom It May Concern,

I am writing in opposition to the proposed water rate increase by Sunlake Estates Utilities, LLC, which reportedly ranges from 70% to 180%.

This proposed increase is excessive, unjustified, and would place a serious financial burden on the residents of this community. Many residents are already struggling with substantial lot lease increases and pass-through tax increases over the past several years. Adding another major increase for water service would create additional hardship, especially for retirees and residents on fixed incomes.

Equally concerning is the condition and reliability of the water system itself. According to available information, there were approximately 10 water main breaks in 2023, 29 breaks in 2024, and at least 15 breaks already in 2025, with additional incidents occurring this year. These repeated failures have caused significant inconvenience and disruption to residents, including extended periods without water service and recurring boil water notices lasting 48 hours or more. In some instances, residents were not promptly informed by park management.

Despite these ongoing problems, documents submitted to the Public Service Commission reportedly state that only one complaint was received. This does not accurately reflect the level of concern and frustration experienced throughout the community.

The frequency of water main breaks strongly suggests a pattern of deferred maintenance, inadequate infrastructure upkeep, and operational inefficiencies. It is also alarming that approximately 28% of the water usage is listed as unaccounted for. Before residents are asked to absorb massive rate increases, the utility should first be required to identify system losses, improve maintenance practices, and demonstrate responsible operational management.

Residents should not be forced to pay substantially higher rates for a system that continues to experience repeated service failures and unresolved inefficiencies.

I respectfully urge the Commission to deny the requested rate increase and require Sunlake Estates Utilities, LLC to conduct a full evaluation of its infrastructure, maintenance practices, and operational efficiency before imposing additional costs on homeowners.

Thank you for your time and consideration.

Sincerely,

Felicia Berg
1340 Warmwood Dr., Lot 48
Grand Island, FL 32735