

**Tristan Davis**

---

**From:** Tristan Davis on behalf of Records Clerk  
**Sent:** Monday, May 11, 2026 8:20 AM  
**To:** 'Pam Risberg'  
**Cc:** Consumer Contact  
**Subject:** RE: Docket No: 20250108-WS

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:** Pam Risberg <jandprisberg@outlook.com>  
**Sent:** Saturday, May 9, 2026 2:17 PM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** Docket No: 20250108-WS

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

May 9, 2026

Dear Commissioner,

**We are writing to formally express our strong opposition to the proposed water rate increase requested by Sunlake Estates Utilities, LLC (SEUL) – Docket No. 20250108-WS in Lake County.** We have owned a home in Sunlake Estates for 13 years. We believe this drastic increase (78% to 190%) is unwarranted and will place a significant burden on most households in this community.

Water main breaks are a frequent occurrence in Sunlake Estates. There were 10 water main breaks in 2023, 29 breaks in 2024 and 15 breaks in 2025.

Our water and sewer bill includes water used for watering the lawn and other outdoor water usage that doesn't go through the sewer system. There should be a way to separate out the water used for outdoor usage.

There is poor communication when water-related issues occur.

Sun has never done anything to “educate” the residents about water usage. In fact, the revised Prospectus, which went into effect January, 2026, mandates residents to water their lawns twice a week, and have their house power-washed every year.

We believe there are many ways Sun could work with the residents to reduce water consumption, including having tips on the invoice about reducing usage.

We have reviewed the documents submitted by SLEU as well as the audit conducted by the Commission and have many concerns with SLEU’s questionable accounting and reporting practices. We understand an increase is inevitable, however, a 78% increase is grossly excessive. **We request that the Commission denies this rate increase and forces Sunlake Estates Utilities, LLC to review their entire operational efficiency before placing a crippling burden on ratepayers.**

Thank you for your time and consideration of this serious matter. We look forward to the meeting on May 15th to hear the response to our concerns.

Pam and Jerry Risberg

1400 Lake Drive, Sunlake Estates