

**Tristan Davis**

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**From:** Tristan Davis on behalf of Records Clerk  
**Sent:** Monday, May 11, 2026 3:51 PM  
**To:** 'Laura Becker'  
**Cc:** Consumer Contact  
**Subject:** RE: Docket No. 20250108-WS

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:** Laura Becker <beckerbunch10@gmail.com>  
**Sent:** Monday, May 11, 2026 3:33 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.

Please see the attached customer comment letter pertaining to Docket No. 20250108-WS.

Thank you.

Tom & Laura Becker  
[beckerbunch10@gmail.com](mailto:beckerbunch10@gmail.com)

## Customer Comments Related to

### DOCKET NO. 20250108-WS

As residents of Sunlake Estates, located at 1045 Great Lakes Blvd, Grand Island FL 32735, we strongly disapprove of the proposed water increase. We consider an increase of this level to be very unreasonable.

The third paragraph of the letter dated 04/23/26 from Sunlake Estates states, when water is priced well below the true cost of service, it can unintentionally encourage higher than normal consumption. The fourth paragraph in the same letter mentioned previously claims residents are not being charged for missing water. "Your bill is based solely on the water usage measured by the meter serving your home."

This is very interesting and raises concerns when our water usage in November 2025 was the highest we have had since we became residents of Sunlake Estates in Grand Island, FL. When we received the November 2025 water usage bill in January 2026, we contacted the office to inquire about the high usage we were billed for. The office stated it was due to irrigation. This is alarming since we are seasonal residents and we were not at our home in November 2025 to use any water or change the irrigation date and run times. When we arrived on January 11, 2026 we noticed a large hole filled with sand in the yard to the right of the driveway. We learned it was due to a main water break between 2163 and 2183 Upper Red Lake Lane. The main water shut off to our residence at 2183 Upper Red Lake Lane was buried under the large hole filled with sand. The lawn mowing company was trimming with a weed trimmer at our residence in February 2026 and hit the main water line. Due to Sunlake Estates negligence in properly clearing the sand from the main water shut off valve feeding water to our home, resulted in the lawn mowers and ourselves digging to find the main water shut off so we could turn the water off so the broken line could be repaired. Strangely enough, the main water line from the street to our home is buried only ¼" under the ground so was damaged by a weed trimmer. We, the home owner, had to install a riser and bring the shut off valve box up so it is level with the lawn. After installing the riser, we put dirt and grass seed on top of the sand to bring it up level with the lawn. The property is owned by the park and these repairs should have been repaired by the park. Instead, they left it up to the homeowner to repair. We, the homeowner was billed for all the water usage due to two main water line breaks. We would consider this "unaccounted for water" or missing water.

Negligence of Sunlake Estates is the biggest reason we disapprove of such a large rate increase. In 2023, there were 10 reported main water breaks. In 2024, there were 29 reported main water breaks. In 2025, there were 15 reported main water breaks. The main water lines are not the only negligence of Sunlake Estates.

Another reason is the quality of the drinking water. A boiling water notice accompanies every main water break. We do not drink the water, or use the water to make ice or coffee. We purchase bottled water as we are concerned of getting sick from drinking the water.

We would appreciate your consideration of a lesser water rate increase due to the quality of the water lines and water in Sunlake Estates.

Sincerely,

Concerned residents, Tom and Laura Becker