

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Tuesday, May 12, 2026 5:01 PM
To: 'Mike'
Cc: Consumer Contact
Subject: RE: Sunlake estates Grand Island water rate increase

Good Afternoon, Michael White.

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!

Toni Hover
Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6467

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From: Mike <gringomiguel@gmail.com>
Sent: Tuesday, May 12, 2026 4:58 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Sunlake estates Grand Island water rate increase

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May 11 2026
To Whom It May Concern:

I'm writing to say that the proposed rate hikes for Sunlake Estates community water is not justified.

The corporate owners' of Sunlake Estates negligence is the reason for the problems, not the residents.

They have failed to address the infrastructure problems over the past 10 years, nor have they INCREMENTALLY increased the cost of water in a reasonable manner over the years.

The infrastructure problems have wasted thousands and thousands of gallons of water. THAT IS NOT THE FAULT OF THE RESIDENTS. That is the fault of Sun Lake Estates and/or its parent corporation Sun Communities.

The commission needs to look at Sunlake Estates records and all the water that has been wasted due to their NOT MAINTAINING THE INFRASTRUCTURE.

Without subpoenaing the records I cannot prove it, but it is said that the reason we have been using so much water is not because of the residents, but rather because of the LEAKS in the pool and the general water delivery system - the water pipes - to all residents.

QUALITY OF SERVICE?

I have never before lived in a place where THE WATER GOES OUT 3 to 10 TIMES A YEAR forcing you to buy and drink bottled water for 3 days at a time because of possible bacterial infection of the water after a break in the system.

They should be PAYING US for the inconvenience and the bottled water we've had to buy - at times making trips 10 miles away to buy water.

I did speak with the manager and ask them why they do not REPLACE many of the pipes each time there is a break instead of just fixing the break and moving on, waiting for the next break. She said that it is not possible. (?!)

I know that a solution IS possible.

Instead of just putting a Band-Aid on each break they could replace a large number of pipes each time.

WHY SHOULD WE PAY FOR THEIR NEGLIGENCE?

Corrections should have been made in their operating expenses.

That is a failure of management which THEY SHOULD PAY FOR, NOT US.

Meanwhile, SUN UTILITIES made \$102.4 MILLION IN NET UTILITY REVENUE for the first quarter of 2026.

It certainly seems like they should be required to put some of that profit into our community and compensate us for all of the outages in drinking water, instead of charging us outrageous rates for using water over 4000 gallons.

A company claiming financial hardship while being very profitable - ridiculously profitable, paying executives \$18 MILLION annually and distributing \$1.5 BILLION dollars to shareholders last year is not a credible hardship case.

In reality, Sun Communities is dealing with a perfect storm: a major corporate governance scandal that drove out its longtime CEO, multiple SECURITIES FRAUD class action lawsuits, Florida utility regulators scrutinizing rate cases for Sunlake and other subsidiaries, and widespread resident complaints about deferred maintenance and rising costs.

Thank you for considering these issues before you rubber stamp such a high increase in water for a greedy corporate entity that is neglectful in maintenance of their water system and pool.

Michael White
1405 Lake Drive
Grand Island, Florida 32735

Live and let live.
Treat others the way you would like to be treated.