

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Wednesday, May 13, 2026 1:55 PM
To: 'wallaby.sill_0t@icloud.com'
Cc: Consumer Contact
Subject: RE: Docket # 20250108-WS

Good Afternoon, Sharon and Roger Hopper.

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: wallaby.sill_0t@icloud.com <wallaby.sill_0t@icloud.com>
Sent: Wednesday, May 13, 2026 1:16 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket # 20250108-WS

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We are writing regarding the proposed increase of water rates.

The increase they are projecting on us is already collected in our lot rent monthly and also we pay a detailed water and sewer bill.

I do not feel any increase should be placed upon us at this time. Just last year alone we had over 26 plus WATER MAIN BRAKES. Having to boil our water for 48 TO 72 HOURS every time. THIS HAS ACCOUNTED FOR ALMOST 2 MONTHS OF UNUSABLE WATER.

We already have incurred a significant lot lease increase and pass through tax increase in the past couple years causing hardship for many.

There were 10 water main breaks in 2023, 29 breaks in 2024, and 15 breaks in 2025. Many unaccounted number of water main breaks already this year. Can you imagine the cost we have to endure for electricity and buying our water.

This has caused a substantial inconvenience as water can be out for hours at a time.

We know this increase is due to lack of maintenance, deferred maintenance, and a lack in proper operating budget per management. Severe loss of water between waiting for the company to come and fix the leaks can be prolonging the substantial loss of water. Leaks not found or investigated. Please take into consideration 28% of our water usage is unaccounted for.

I am asking the commission deny any rate increase. I feel Sunlake Estates Utilities, LLC should be required to access their entire operational efficiency before placing the burden on the homeowners and justify the legality.

Re: Sunlake Estates Utilities, LLC

(Docket No. 20250108-WS) in Lake County.

Sincerely,

Sharon and Roger Hopper

1545 Lake Dr. lot #F15
Grand Island, FL
32735