

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Thursday, May 14, 2026 8:13 AM
To: 'Sue Nathan'
Cc: Consumer Contact
Subject: RE: docket no 20250108-WS - application for a staff-assisted rate case by Sunlake Estates Utilities L.L.C.

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: Sue Nathan <suenathanlmt@gmail.com>
Sent: Thursday, May 14, 2026 7:45 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: docket no 20250108-WS - application for a staff-assisted rate case by Sunlake Estates Utilities L.L.C.

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May 13, 2026

Florida Public Service Commission
Office of the Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
clerk@psc.state.fl.us

RE: Docket No. 20250108-WS

Dear Commissioners:

I am writing to express my strong objection to the proposed water rate increases as stated in Docket No 20250108-WS Sunlake Estates Utilities, L.L.C.'s application for a staff-assisted rate case in Lake County.

The proposed rates as stated in docket no. 20250108 (the back of page 4) could yield a 75% to 190% jump in our water bill. That is very exorbitant, especially for those of us living on a fixed income that is not increasing at this same rate, or even close to it. I understand the price of almost everything has gone up, but requesting a 75-190% jump seems excessively unreasonable. Why is such a large increase needed??

The 4/23/2026 letter from Sun Communities MH Operations raises some questions and concerns. If Sunlake Estates Utilities, L.L.C. (SLEU) is responsible for providing water and wastewater service for our community Sunlake Estates, why are our monthly water and sewer invoice being

paid to Sunlake Estates and not Sunlake Estates Utilities, L.L.C.? Sunlake Estates Utilities, L.L.C. is not mentioned anywhere on the monthly invoice we receive.

We, the Sunlake Estates community, were notified of a change in our prospectus beginning January 2026 that requires us to now water our lawns "at least twice a week or as often as needed to keep the lawn green". Our homes must now be power washed "at least once a year by May 1st". These new prospectus requirements are requiring more water to be used and thus a higher water bill. It is my understanding that Sunlake Estates gets its water from the St. Johns River under the St. Johns River Management District, <https://www.sjrwm.com>. According to their website Lake County is now in a "Phase III Severe Water Shortage in Effect". There has been NO communication from Sunlake Estates Utilities or Sunlake Estates to the residents regarding the current drought conditions and the updated water restrictions specified by the St. Johns River Water Management District.

I have been a resident of Sunlake Estates for four years. The community has had 10 water main breaks in 2023; 29 breaks in 2024 and 15 breaks in 2025. All complaints and concerns were submitted to the SUN Community Management and, in some cases, directly to SUN, Inc. but in the Public Service Commission (PSC) Staff Report, document no. 02176-2026, SLEU states they only received one complaint. It seems these complaints/concerns are not passed along to SLEU, or if they were they were ignored or not properly documented.

I also read in the Public Service Commission Staff Report, document no. 02176-2026, some of Sunlake Estates Utilities, L.L.C. 's accounting practices were questioned; "accounting irregularities," not maintaining "complete ledgers or property records for several years". This raises a red flag to me and makes me wonder what SLEU's true financial picture is. How can a rate increase be requested when the financial picture is not clear?

Based on what I've read I strongly urge this application for proposed water rate increase be rejected or the rate substantially reduced. This community is willing to work with you to come up with a fair and affordable solution.

Thank you for your time and consideration of this important matter. I look forward to the May 15th meeting to hear your response to Sunlake Estates residents' concerns.

Regards,

Suzanne Nathan