

**Tristan Davis**

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**From:** Tristan Davis on behalf of Records Clerk  
**Sent:** Thursday, May 14, 2026 2:49 PM  
**To:** 'Meg Hooper'  
**Cc:** Consumer Contact  
**Subject:** RE: Sunlake Estates Utilities rate increase - 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:** Meg Hooper <meghooper@yahoo.com>  
**Sent:** Thursday, May 14, 2026 2:37 PM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** Sunlake Estates Utilities rate increase - 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 my attached letter regarding Docket No. 20250108-WS, Sunlake Estates Utilities rate increase.

Thank you!

Margaret H Hooper

*"One person can make a difference and everyone should try." JFK*

Happiness starts with a smile,... share one!

*“The sea, once it casts its spell, holds one in its net of wonder forever. ” Jacques Cousteau*

*“When you reach the end of your rope - tie a knot in it and hang on. ” Franklin D. Roosevelt*

*"Encourage one another and build each other up." 1 Thessalonians 5:11*

Margaret H Hooper  
Sunlake Estates 2786 Niagara Way Grand Island, FL 32735  
Docket No. 20250108-WS

May 14, 2026

Dear Public Service Commission Commissioners,

I'm writing to strongly oppose and express my outrage at the proposed excessive water & sewer rate increase of 78% to 190% being proposed by Sunlake Estates Utilities! This is an absurd monthly increase; on a typical \$35.00 bill, that's a \$27.30 per month increase (\$327.60 per year), to \$66.50 per month increase (\$798.00 per year)!!!

There are approximately 466 homes in Sunlake Estates. Of course, not every home uses the same amount of water. But using the above figures, that would minimally be an annual windfall increase in revenue for Sunlake Estates Utilities of between \$152,661.60 and \$371,868.00!!!

While the need to maintain and improve our water & sewer infrastructure is of course necessary, this proposed rate increase is obscene! Sunlake Estates is a 55+ community, with many residents on fixed incomes. This indecent increase could very well bankrupt some residents, and/or force them to sell their homes and move.

With the current rising costs in every part of our lives (groceries, gas, housing, medicine and medical care, etc.), this extreme proposed increase will have nothing but a negative effect on Sunlake residents! This would be an unfair financial strain on those seniors living in Sunlake Estates!

It seems that some of the data and information and figures that Sunlake Estates Utilities is using and presenting as back-up to support their repulsive rate increase request is skewed, incorrect, and/or misleading, at best. One of the

biggest pieces being the number of water main breaks that have occurred in the past 3 years! Sunlake Estates Utilities has stated there was only one! The truth is there were 10 water main breaks in 2023, 29 breaks in 2024, and 15 breaks in 2025!

In the final Audit Report for Sunlake Estates Utilities proposed outrageous rate increase, the Audit Staff seemed to state, several times, discrepancies, use of incorrect rates, lack of timely information, over and under estimations, and at least one violation of a Commission Rule, etc., on Sunlake Estates Utilities part. Examples below:

### **Utility Books and Records**

**Procedures:** *The Utility was only able to provide a summarized general ledger from 2018 to 2024. They could not provide a ledger for rate base items prior to 2018.*

### **Utility Plant in Service**

**Procedures:** *The Utility stated that it could provide a ledger for 2017 additions, however no additions were made in 2017. This did not agree to additions included in the 2017 annual report,...*

### **Land & Land Rights**

**Procedures:** *The Utility was not granted any land balance in Order No. PSC-2014-0018-PAAWS. Further, the Utility stated no land has been purchased or sold since the last proceeding. However the Utility stated they have a land lease for an undisclosed amount for the property the utility plant is on.*

### **Finding 1: Utility Plant in Service**

*Audit staff compiled the above information into a spreadsheet and compared it to the annual report figures of the Utility (since the Utility did not have a continuous ledger for the entire period). Audit staff determined that UPIS was understated by \$97,415 for water, and overstated by \$303,946 for wastewater.*

### **Finding 2: Accumulated Depreciation and Depreciation Expense**

*We found that due to the differences in plant as well as the Utility using incorrect depreciation rates, accumulated depreciation should be increased by \$30,814 for water, and decreased by \$200,462 for wastewater.*

### **Finding 3: Operating Revenue**

#### **Customer Bills**

*Audit staff judgmentally selected February, March and October, 2024 as a sample, recalculated the customer bills and traced to the customer bills and billing register. The Utility did not appropriately use the Commission-approved tariff rates in the water and wastewater customer bills in February and October, 2024.*

### **Finding 4: Incorrect Rates in Customer Bills**

**Audit Analysis:** *The audit staff noted while reviewing the actual customer bills that the Utility was charging incorrect water and wastewater rates. This is in violation of Commission Rule 25-30.475 - Effective Date of Approved Tariffs, F.A.C. The Utility did not charge the Commission-approved base rates of \$11.44/month for water customers and \$18.74/month for wastewater customers.*

**FYI: On my water and sewer Monthly Invoice (Current Read Date 04/01/2026), the Water Rate used was \$11.74, and the Sewer Rate used was \$18.88!?**

The justification that Sunlake Estates Utilities uses should be honest, correct, transparent, and properly itemized. How can you, the PSC Commissioners, make any type of decision if the information you are being presented and using is not 100% correct?

Please, I am imploring and pleading and requesting that this preposterous rate increase by Sunlake Estates Utilities be denied, or postponed until 100% correct information can be provided by them, or at least dramatically reduced!

Thank you for your time and consideration.

Sincerely,

Margaret H Hooper