

Nickalus Holmes

From: Nickalus Holmes on behalf of Records Clerk
Sent: Thursday, May 14, 2026 3:13 PM
To: 'Cynthia Kaiser'
Cc: Consumer Contact
Subject: RE: Docket No: 20250108-WS

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,
Nick Holmes
Commission Deputy Clerk II
Office of Commission Clerk
Florida Public Service Commission
850-413-6770

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From: Cynthia Kaiser <cakaiser215@gmail.com>
Sent: Thursday, May 14, 2026 3:03 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket No: 20250108-WS

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Dear Commissioner,

My name is Barbara Hahn and I am four-year resident of Sunlake Estates and am writing to formally express my strong opposition to the proposed water rate increase requested by Sunlake Estates Utilities, LLC (SEUL) - (Docket No. 20250108-WS) in Lake County. This drastic increase (78% to 190%) is unwarranted and will place a significant financial burden on most households in the community.

My concerns include, but are not limited to:

- Quality of Service: The current service provided does not justify higher rate:
 - Poor communication when water-related issues occur
 - Excessive water main breaks
 - Lack of assistance with water-related issues
 - Inability to contact the Utility
- Affordability and Impact on Seniors/Fixed Income:
 - Many residents in this 55+ community are on a fixed income, and this increase will force them to choose between water service and other essentials.

- The 5+% rent increase this year and projected 7% rent increase next year, increased water rate and overall significant increases in all aspect of daily living would make it impossible for most seniors to sustain a healthy, comfortable lifestyle they worked their entire lives to enjoy. Many are already struggling to pay their increasing pass-through taxes. This increase has the potential to cause some to have to sell their home or walk away from the house to simply survive.

I have reviewed the documents submitted by SLEU as well as the audit conducted by the Commission and have many concerns with SLEU's questionable accounting and reporting practices. We understand an increase is inevitable; however, a 78% increase is grossly excessive. I request that the Commission denies this rate increase and forces Sunlake Estates Utilities, LLC to review their entire operational efficiency before placing a crippling burden on ratepayers.

Thank you for your time and consideration of this serious matter. I look forward to the meeting on May 15th to hear the response to our concerns.