

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Water problems Sun Country Water
Date: Friday, May 26, 2023 11:57:56 AM

Comments received.

[REDACTED]

From: [REDACTED]
Sent: Monday, May 22, 2023 12:34 PM
To: [REDACTED]
Subject: Water problems Sun Country Water

PUC,

I live in Saddleback subdivision, where our water source is Sun Country.

Multiple problems have occurred but primary concern at this time is that only one well is operating, for 99 homes. This is the start of fire season and we would feel safer if we could water around the perimeter of our homes. Since one of the 2 wells failed 18 months ago, we have been on water restriction, limiting irrigation and watering landscaping plants.

In addition, bills are often non-existent for months at a time and then one comes, surprise! And says there is a penalty if not paid in 10 days. Also in the past, my meter was read incorrectly or mixed up with someone else's and I was billed exorbitant amounts.

I have lived in my home since 1979 and with prior owner we had no problems and were billed over winter at a known "average" rate. Since a few years ago, our rates have more than doubled but service and dependability has declined. I am lodging a complaint.

[REDACTED] M [REDACTED]

[REDACTED]

[REDACTED]