

**From:** [REDACTED]  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: Water Outage - UM 2280  
**Date:** Friday, July 14, 2023 2:15:04 PM

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Comments received.

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**From:** L [REDACTED] E [REDACTED]  
**Sent:** Thursday, July 13, 2023 7:45 AM  
**To:** [REDACTED]  
[REDACTED]  
**Subject:** Water Outage

[REDACTED]

Greetings,

I would like to report that this morning our home, located at [REDACTED] Saddleback Drive has no water service. There has been no notification from Sun Country Water that water service would be curtailed or shut off today.

We too, have been consistently plagued with low water pressure, which we were told by Butch Rogers of Sun Country Water in 2017, would be addressed - it has not, despite multiple inquires and commitments that he would get to it. We tired of the process and have abandoned inquiring in light of the other water issues surfacing in our community.

Due to the inconsistency in billing cycles and usage calculations we have recently begun documenting our monthly water consumption.

Sun Country Water, as a service providing business entity, is abysmal.

Thank you for your time and attention to this matter. Please feel free to contact me should you require further detail regarding this service.

L [REDACTED] (& J [REDACTED]) E [REDACTED]  
[REDACTED]