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Sent: Monday, March 2, 2026 6:39 AM

To: Holly Smith <Holly.Smith@mysanibel.com>; Laura J. DeBruce <laura.debruce@mysanibel.com>; Mike Miller <Mike.Miller@mysanibel.com>; John Henshaw <John.Henshaw@mysanibel.com>; Richard Johnson <richard.johnson@mysanibel.com>

Subject: Island Water Increase March 3rd meeting

Dear Sanibel City Council,

On March 3rd, Island Water will present increasing our water utility bill 15%. If they want to increase our costs, I would ask that they find a better on-line system that allow residents to pay their bills on-line monthly without having to enroll in autopay or paying a large fee.

We own homes in multiple states and NO OTHER UTILITY company charges me to pay my bill on-line. Even the City of Sanibel does not charge fees to pay on-line. I understand charging 3% when using a credit card. I do not understand charging to pay via my bank account. Currently, the only way to avoid this is to enroll in autopay. I should not have to enroll in autopay to be able to pay on-line without fees.

These fees are based on your water bill so it is not a \$5 type fee. For our bill, it can be as much as \$30.00. This is outrageous.

I cannot attend the meeting, but would ask of you, my elected officials, to bring this up in the presentation. Why are they the only utility company charging anything at all? From a labor standpoint, utilizing an EFT has to be more efficient than opening envelopes, depositing checks and manually entering paid bills.

As our only option for water on the island, I feel taken advantage of.

I appreciate your time and your thoughts on this. Mostly, I hope to have your support bringing this forward to Island Water on the 3rd.

Sincerely,
Becky Monroe
925 Whelk Dr.
Sanibel