

**Nickalus Holmes**

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**From:** Nickalus Holmes on behalf of Records Clerk  
**Sent:** Monday, February 2, 2026 8:45 AM  
**To:** 'Phil Jackson'  
**Cc:** Consumer Contact  
**Subject:** RE: Application for Staff Assisted Rate Case in Lake County by Sun Communities Finance LLC d/b/a Water Oak UtilityDocket No.: 20250088-WU

Good afternoon

We will be placing your comments below in consumer correspondence in Docket No. 20250088, 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

*PLEASE NOTE: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your email message may be subject to public disclosure.*

**From:** Phil Jackson <lpjackson692@gmail.com>  
**Sent:** Saturday, January 31, 2026 12:27 PM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** RE: Application for Staff Assisted Rate Case in Lake County by Sun Communities Finance LLC d/b/a Water Oak UtilityDocket No.: 20250088-WU

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Florida Public Service Commission Virtual Customer Meeting,

Lady Lake Florida and within the community affected by Florida PSC Staff-Assisted Rate Case Proposal, **Docket No.: 20250088-WU.**

In this square mile of Sun property, every single faucet, every toilet, spicket and sprinkler head that isn't privately owned by a resident is the property of the Sun Communities Corporation. It appears that the 17 "General Service Customer" mentioned in their petition for a 'Staff Assisted Rate Case' review will no longer be billed nor pay for its water usage.

(FROM DOCUMENT NO. 15529-2025):

1. **Issue 3** 32.3% of water that is processed & pumped is NOT paid for... Excessive Unaccounted for Water (EUW).
2. **Issue 6** confirmed that "In addition, the Utility did not bill 17 general service customers during the test year."

I believe General Service Customers are common property managed by Sun, not by individual homeowners. I believe those 17 unnamed General Service Customers are actually the group of LLC's under the Sun Communities umbrella that operate the Water Oak Estate property.

If the Unaccounted-for-Water is transferred to paying resident customers, the expense of processing and pumping 32.3% [EUW] of the well water will now be put on the backs of residents who have no control of its use.

The Prospectus every homeowner receives upon agreeing to rent property at Water Oak Estate clearly defines our responsibility for Utilities. It begins at the meter.

- SECO provides electricity for our community and our ***cost is determined at our Electric Meter; not at the substation that supplies it.***
- The same is true for our Water Utility – **our financial responsibility BEGINS at the water meter NOT at the wellhead!**

I hereby reject Sun Communities' attempt to avoid paying its own water use expense for its obligation to manage and maintain their property. Any increase should be granted based on the increased cost of providing water to the whole community including Water Oak Estate operations as well as their resident customers.

Other Comments to the Florida Public Commission:

1. Water Oak Estate Management is fully aware that in 2024, in excess of 200 water meters were not recording nor sending usage to readers/recorders and this fact significantly reduced revenue. That same issue exists today as we all know or have heard of a friend or neighbor who is paying nothing but the base 'hook up charge' and billed nothing for their actual water usage... It does not explain all, but at least some portion of unaccounted for water usage.
2. Comments also included References to the St John River District ***Consumptive Use Permit*** for each of the 2 wells. As stated, 32% 'Excessive Unaccounted for Water' [EUA] is out of compliance with the Permit regulations and poses a very difficult situation for Sun Communities.
3. Audits conducted and submitted to the PSC are erroneous, insufficient or missing key details required of such Audits
4. Significant hardship on Senior Citizens on a fixed income. And, nothing about the proposed increase seems justifiable nor reasonable.

Phil & Laura Jackson  
Residents of Water Oak