

Tristan Davis

From: John Plescow
Sent: Wednesday, February 4, 2026 10:03 AM
To: Consumer Correspondence; Sergio Smith
Subject: FW: Protest
Attachments: Docket Number - 20250088-WS; Docket Number - 20250088-WS; Docket Number - 20250088-WS; Docket Number - 20250088-WS; Docket Number - 20250088-WS; Docket Number - 20250088-WS; Docket Number - 20250088-WS; Docket Number - 20250088-WS; Docket Number - 20250088-WS

Please, add to docket 20250088.

From: Sergio Smith <SSmith@psc.state.fl.us>
Sent: Friday, January 23, 2026 1:45 PM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: FW: Protest

John,

These have been logged.

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us>
Sent: Thursday, January 22, 2026 9:15 AM
To: Sergio Smith <SSmith@psc.state.fl.us>
Subject: Protest

Tristan Davis

From: NoReply
Sent: Tuesday, January 20, 2026 8:51 AM
To: jflinn92@yahoo.com
Cc: Consumer Contact
Subject: Docket Number - 20250088-WS

Good Morning, John & Helen Flinn,

We will be placing your comments below in docket correspondence in Docket 20250088-WS and forwarding them to the Office of Consumer Assistance.

Sincerely,

Nickalus Holmes
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
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: jflinn92@yahoo.com
Sent: Tuesday, January 20, 2026 08:50 AM
To: Florida Public Service Commission
Subject: Docket Number - 20250088-WS

Description:

Customer Comment Id: 31

Are you a customer of Sun Communities Finance, LLC d/b/a Water Oak Utility: Y

Name: John & Helen Flinn

Phone: 7069570108

Email: jflinn92@yahoo.com

Address: ^43 Mickelson Way, Lady Lake, Lake, FL 32159

Submit Date: Monday, January 19, 2026 05:12 PM

Comment: We are submitting a complaint against the water rate increase for our park .As on fixed income

Tristan Davis

From: NoReply
Sent: Tuesday, January 20, 2026 8:51 AM
To: sjhb@att.net
Cc: Consumer Contact
Subject: Docket Number - 20250088-WS

Good Morning, Steve Bracey,

We will be placing your comments below in docket correspondence in Docket 20250088-WS and forwarding them to the Office of Consumer Assistance.

Sincerely,

Nickalus Holmes
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
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From: sjhb@att.net
Sent: Tuesday, January 20, 2026 08:50 AM
To: Florida Public Service Commission
Subject: Docket Number - 20250088-WS

Description:

Customer Comment Id: 28

Are you a customer of Sun Communities Finance, LLC d/b/a Water Oak Utility: Y

Name: Steve Bracey

Phone: 7346795391

Email: sjhb@att.net

Address: 201 Bradley Ln, Lady Lake, Lake, FL 32159

Submit Date: Monday, January 19, 2026 11:53 AM

Comment: Hello, I do not agree with the Staff's recommended rates. They are 3 times higher than the average of other local county utility rates. And, they are 10 times what residents are currently paying. While I do not object to an increase, I do object to Sun Communities trying to make up for past mis management of the system. We should be more in line with the average of \$4-\$7 per 1000g charge, like other local communities. NOT \$13 per 1000g av usage the Staff is recommending. What is the purpose of such a large one time increase? 1. Do all residents have working meters so that usage is being charged accurately? 2. Are Suns past losses being factored

into this increase- along with an expansion area infrastructure? 3. Other local rates are \$4 - \$7 per 1000g. We should be more inline with them. This will be a big hit for many residents. Regards,

Tristan Davis

From: NoReply
Sent: Tuesday, January 20, 2026 8:51 AM
To: JanisMarie1956@aol.com
Cc: Consumer Contact
Subject: Docket Number - 20250088-WS

Good Morning, Janis Parisi ,

We will be placing your comments below in docket correspondence in Docket 20250088-WS and forwarding them to the Office of Consumer Assistance.

Sincerely,

Nickalus Holmes
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2540 Shumard Oak Boulevard
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From: JanisMarie1956@aol.com
Sent: Tuesday, January 20, 2026 08:50 AM
To: Florida Public Service Commission
Subject: Docket Number - 20250088-WS

Description:

Customer Comment Id: 30

Are you a customer of Sun Communities Finance, LLC d/b/a Water Oak Utility: Y

Name: Janis Parisi

Phone: 6039217984

Email: JanisMarie1956@aol.com

Address: 672 Cedar Lane , Lady Lake , Lake, FL 32159-3212

Submit Date: Monday, January 19, 2026 04:48 PM

Comment: I'm opposed to the increase in our water bill. I'm on a fixed income and can't afford any increases.

Tristan Davis

From: NoReply
Sent: Tuesday, January 20, 2026 8:51 AM
To: judyforkel@icloud.com
Cc: Consumer Contact
Subject: Docket Number - 20250088-WS

Good Morning, Judy Bernier Forkel,

We will be placing your comments below in docket correspondence in Docket 20250088-WS and forwarding them to the Office of Consumer Assistance.

Sincerely,

Nickalus Holmes
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
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From: judyforkel@icloud.com
Sent: Tuesday, January 20, 2026 08:50 AM
To: Florida Public Service Commission
Subject: Docket Number - 20250088-WS

Description:

Customer Comment Id: 33

Are you a customer of Sun Communities Finance, LLC d/b/a Water Oak Utility: Y

Name: Judy Bernier Forkel

Phone: 8028815529

Email: judyforkel@icloud.com

Address: 735 Trevino Drive , Lady Lake, , FL 32159

Submit Date: Monday, January 19, 2026 05:29 PM

Comment: - We are disheartened retired Water Oak Estates residents that have received the notice of Docket 20250088-WU. We disapprove and oppose such a large increase for our community. Florida is one of the biggest retirement states that have many people on fixed incomes. As the economy has strained many people, this is irresponsible and manipulation corresponding with the lot rent increase to the residents. As lot rents keep going up, 2026 Florida Bills SB 1550 & HB 703 are being discussed. We the people that are being affected by these corporations need support from our government. - Florida Public Service Commission, - We ask this commission to significantly reduce or eliminate the proposed rate changes. In the information proposed,

residential service base charge increases approx. 50%, increases in water usage per 1K gal < 3K gal usage approx. 770%, per 1K gal > 3K – 6K gal usage approx. 1100%, and over 6K gal usage approx. 1040%. Sewer has been rated at a multiplier of 2.878 of the < 3K gal pricing, but for the total water usage, where will that put the resident?

Tristan Davis

From: NoReply
Sent: Tuesday, January 20, 2026 8:51 AM
To: momohen@sbcglobal.net
Cc: Consumer Contact
Subject: Docket Number - 20250088-WS

Good Morning, Maura Henderson,

We will be placing your comments below in docket correspondence in Docket 20250088-WS and forwarding them to the Office of Consumer Assistance.

Sincerely,

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From: momohen@sbcglobal.net
Sent: Tuesday, January 20, 2026 08:50 AM
To: Florida Public Service Commission
Subject: Docket Number - 20250088-WS

Description:

Customer Comment Id: 32

Are you a customer of Sun Communities Finance, LLC d/b/a Water Oak Utility: N

Name: Maura Henderson

Phone: 8062528155

Email: momohen@sbcglobal.net

Address: 214 Littler Lane , Lady Lake , Lake, FL 32159

Submit Date: Monday, January 19, 2026 05:23 PM

Comment: The upcoming rate increase demands by Sun Communities from Water Oak Retirement Community are exorbitant and unfair. I am a single retired resident at this site. I don't play golf or swim at the pool. I seldom water my lawn. The lot rent has increased over two hundred dollars since I arrived in 2020. I cannot afford an increase in the cost of water. My income is fixed. Please do not allow for a water rate increase.

Tristan Davis

From: NoReply
Sent: Tuesday, January 20, 2026 8:51 AM
To: crazycutr@aol.com
Cc: Consumer Contact
Subject: Docket Number - 20250088-WS

Good Morning, Linda Sileo,

We will be placing your comments below in docket correspondence in Docket 20250088-WS and forwarding them to the Office of Consumer Assistance.

Sincerely,

Nickalus Holmes
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
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From: crazycutr@aol.com
Sent: Tuesday, January 20, 2026 08:50 AM
To: Florida Public Service Commission
Subject: Docket Number - 20250088-WS

Description:

Customer Comment Id: 34

Are you a customer of Sun Communities Finance, LLC d/b/a Water Oak Utility: Y

Name: Linda Sileo

Phone: 5168196893

Email: crazycutr@aol.com

Address: 218 sanders Lane, LadyLake, Lake, FL 32159

Submit Date: Monday, January 19, 2026 05:54 PM

Comment: This is Linda Sileo 218 Sanders Lane Lady Lake FL 32159, Sun community want to raise our water 400% is crazy we are on a fixed budget. I'd like to see the break down of why there are 17 common area's we are paying for and paying for watering new homes and every time a pipe breaks we have to pay. I ran a business and when my equipment broke it was on me not my customers. We pay lot rent but have to pay a pass on tax and pay for water and sewer, fire and trash, that can't be told what the break down is or see what else we are paying for!!! I believe and not sure over 30 percent of water usage is theirs, new construction, common ground, and golf course. Not to mention it's their own wells. Which should be cheaper than piped in. Before they raise

rates , from a comparison of other sources. They should have to disclose their own usage and cost of operation of the wells. Not to. Mention our irrigation doesn't go to the sewer and is improvement to their property that they get the benefit. And a captive monopoly. In short we should get a reduction not an increase on all amenities and taxes with each new resident. Maybe Randy Fines office can be contacted for elderly abuse as well as the public commission. Let's expose everything! Hopefully these thoughts help. And someone can help do some research to add to this for the meeting!

Tristan Davis

From: NoReply
Sent: Tuesday, January 20, 2026 8:51 AM
To: rjsileo@gmail.com
Cc: Consumer Contact
Subject: Docket Number - 20250088-WS

Good Morning, Robert Sileo,

We will be placing your comments below in docket correspondence in Docket 20250088-WS and forwarding them to the Office of Consumer Assistance.

Sincerely,

Nickalus Holmes
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
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From: rjsileo@gmail.com
Sent: Tuesday, January 20, 2026 08:50 AM
To: Florida Public Service Commission
Subject: Docket Number - 20250088-WS

Description:

Customer Comment Id: 35

Are you a customer of Sun Communities Finance, LLC d/b/a Water Oak Utility: Y

Name: Robert Sileo

Phone: 5167272525

Email: rjsileo@gmail.com

Address: 218 Sanders Lane, Lady Lake, Lake, FL 32159

Submit Date: Monday, January 19, 2026 05:59 PM

Comment: Application for Staff-Assisted Rate Case in Lake County by Sun Communities Finance LLC d/b/a Water Oak Utility DOCKET NO. 20250088-WU January 19, 2026 I would like to express my opposition to the ridiculous rate increases being proposed for the Water Oak Utility. Granted I only received nominal data outlining the rate increase details, the following outlines what I could determine from this provided information. In regards to Issue 1 regarding "Quality of Service", I did have an issue at the above address in 2024. My water bills were extremely high and when I went into the Water Oak Office to complain about this, they told me I was using around 450 gallons per day. They told me I should look at the water meter to view the usage, but in my

“Water Control” box adjacent the roadway, the meter and shut off were both upside down and buried in the dirt, so I had no way to view it. It was obviously improperly installed and when I told the office about this issue, they did come out at some point and rotated it back up to make it viewable, but I just question how it could have been installed improperly by a plumbing company or employee and I didn’t feel they were a reputable or trustworthy utility. I don’t have an issue with the proposed Base Facility Charges, but in regards to rates, since they had insufficient funds to cover their operating costs in 2024, I understand that the rate should be adjusted to cover these operating expenses. You outlined in Issue 10 that you recommend a 182.55% rate increase that would cover the revised annual budgeted expenses as well as the \$139,358 deficit in 2024. This is a reasonable increase to the current rate of \$1.07 per 1K Gallons and that would bring it to \$3.02 per 1k Gallon for the “0-3000 Gal” rate ($\$1.07 + (\$1.07 * 1.8255) = \$3.02$). Not only does this recover their loss from 2024, it would then result in a surplus in revenue for future years. This surplus revenue could then cover any unanticipated future repair or replacement costs that are not budgeted. This rate would mean a 5/8” Meter Bill would go from \$8.95 to \$18.17 for 3,000 gallon usage and is a more reasonable rate for the users that would cover all the expenses for this service. I concur with the 1.5 and 1.75 increases for higher usage, making them \$4.53 and \$5.29 respectively. You then factor in Water Rate Base and Depreciation in the recommended rates, which were never part of their rate system previously, and it’s unclear what exactly the \$2,925,041 UPIS is covering. I assume the initial implementation of the water and wastewater system was part of the monthly rental rate when it was first implemented, so this has always been part of the monthly rental fee and was never part of the Water Utility Rate. If this is being moved from the base site rental rate to the Water Oak Utility, then the rental rate should see a comparable reduction in these fees. It appears that the desire is to double-bill Water Oak Residents for this utility service, which results in outrageous fees for both property rental as well as water service and that is not acceptable or fair to the Water Oak Residents. Granted you are only responsible for the Water Oak Utility Rate, there should be some form of justification of these depreciation expenses being added and since they were not part of the rates in the past, it is unacceptable to include them in the new rates without sufficient reasoning or removal from where they existed in the past. The monthly property rental rate automatically goes up by 5% each year, the maximum allowed, with no justification or explanation of the reasoning for this rental rate increase included in the “rate increase” letter, so may be part of these expenses. If any of the depreciation is being added to the water system due to the addition of more houses, those costs as well should have been part of their current base rental fees or included in the new home sales costs, as that is what they are serving. If they had insufficient funds to cover these costs when they were constructed, they apparently weren’t competent in managing the operations and should not have proceeded with these new constructions, but it shouldn’t be part of the Water Oak Utility rate, if that is the case. If any of the depreciation costs relate to the new pool constructed, Water Oak shows that pool, play areas and dog areas are provided at Water Oak and these costs are part of the monthly rental fee. This also should not be tacked on to Water Oak Utility Rates as that is inappropriate. Again, this is “if” they are part of the Water Rate Base. The Town of Lady Lake just implemented a water rate increase on 10/1/2025 and brought their monthly rate for “0 – 3,000 Gallons” to \$3.39 per 1K Gallons. Considering they are covering a much larger area with inclusion of all operations and improvements, if \$9.30 is the final recommended rate for the Water Oak Utility, then it would be in the best interest of Water Oak residents to be moved onto the Town water service. A 3,000 gallon usage monthly bill would then go from \$8.95 to \$27.57 per month (\$4.43 Billing + \$12.97 Base + \$10.17 Water), which is about 2/3 of the \$37.01 figure shown in your Schedule No. 4. This would then allow Sun Communities to continue using their water wells for their sprinkler systems and their facilities, which costs should already be included in their golf course and general rental fees. Another option would be for them to move to the Town service and they could end the Water Oak Utility. Since the Town has a much lower water service rate, it should then result in lower costs to Sun Communities and that should then result in a reduction in costs to the Water Oak residents. Considering the Town distributes around 21,000,000 gallons of water per month, they should have no issue with covering Water Oak as well and a much more reasonable rate than the proposed rate for the Water Oak Utility. I again will state that the proposed \$9.30 per 1k Gallons rate is unacceptable and very negative for all the residents of Water Oak. This rate is nearly 3x the cost of the municipal service provided in the Town of Lady Lake, which is covering a much larger area. My calculation above of \$3.02 per 1k Gallons is the highest rate I believe is acceptable and it is providing surplus funds to cover future expense increases. Their new homes will also be adding revenues not included in the 2024

report, so they again will be generating more revenues to offset these costs and again would be a more reasonable and acceptable rate, comparable to surrounding areas. Very Truly Yours, Robert J.Sileo 218 Sanders Lane Lady Lake, FL 33259...

Tristan Davis

From: NoReply
Sent: Tuesday, January 20, 2026 8:51 AM
To: plbracey@att.net
Cc: Consumer Contact
Subject: Docket Number - 20250088-WS

Good Morning, Peggy Bracey,

We will be placing your comments below in docket correspondence in Docket 20250088-WS and forwarding them to the Office of Consumer Assistance.

Sincerely,

Nickalus Holmes
Office of Commission Clerk
Florida Public Service Commission
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From: plbracey@att.net
Sent: Tuesday, January 20, 2026 08:50 AM
To: Florida Public Service Commission
Subject: Docket Number - 20250088-WS

Description:

Customer Comment Id: 37

Are you a customer of Sun Communities Finance, LLC d/b/a Water Oak Utility: Y

Name: Peggy Bracey

Phone: 7346344704

Email: plbracey@att.net

Address: 201 Bradley Lane, Lady Lake, Lake, FL 32159

Submit Date: Monday, January 19, 2026 06:17 PM

Comment: I disagree with the water rate increase proposed. Based on my latest water bill, our house uses about 10,000 gallons a month, the current bill is about \$18.23; under the new proposal it would be \$137. That is 7 times more, which is ridiculous. Here are a few oddities I question: -There is 42% unaccounted water used but not currently invoiced for (EUW). That is way too high. It should be identified where it's being used, before blindly including it in the water charged to the residents. -There are 17 general service areas not currently billed. why not? This also should NOT be included in water being charged to residents. -Apparently, 13% of accounts are registering no usage; and the proposal is to just include this in the water to be invoiced to the remaining 87%

of accounts. I disagree with that approach. I believe the meters need to be replaced, REPLACE them before doing the calculations. (I don't agree that it is assumed to be "non-seasonal" residents.) -Only water used per meter readings should be invoiced. Unidentified usage suggests mis-management, which shouldn't be covered by the residents, but by Sun Communities.

Tristan Davis

From: NoReply
Sent: Tuesday, January 20, 2026 8:51 AM
To: nba122@aol.com
Cc: Consumer Contact
Subject: Docket Number - 20250088-WS

Good Morning, Nick Aitken,

We will be placing your comments below in docket correspondence in Docket 20250088-WS and forwarding them to the Office of Consumer Assistance.

Sincerely,

Nickalus Holmes
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
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From: nba122@aol.com
Sent: Tuesday, January 20, 2026 08:50 AM
To: Florida Public Service Commission
Subject: Docket Number - 20250088-WS

Description:

Customer Comment Id: 36

Are you a customer of Sun Communities Finance, LLC d/b/a Water Oak Utility: Y

Name: Nick Aitken

Phone: 8479751313

Email: nba122@aol.com

Address: 817 Bishop Dr, Lady Lake, Lake, FL 32159

Submit Date: Monday, January 19, 2026 06:03 PM

Comment: RE: Docket# 20250088-WU Sun Communities Financial LLC d/b/a Water Oak Utility. I, as well as many residents of Water Oak are shocked and outraged at the proposed rate increase in the rates for our community. The proposed rate of \$9.30 per 1K gallons is 3x the cost of the municipal service in the town of Lady Lake. This increase is way beyond any typical cost of living increase that would seem reasonable. It is not acceptable to the residents, myself included, who live on a fixed income. I look forward to the upcoming meeting regarding this. I will be tuning in and am hopeful in anticipating a favorable result.

Tristan Davis

From: NoReply
Sent: Tuesday, January 20, 2026 8:51 AM
To: bjk1jk1128@gmail.com
Cc: Consumer Contact
Subject: Docket Number - 20250088-WS

Good Morning, Robert Kosovan ,

We will be placing your comments below in docket correspondence in Docket 20250088-WS and forwarding them to the Office of Consumer Assistance.

Sincerely,

Nickalus Holmes
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From: bjk1jk1128@gmail.com
Sent: Tuesday, January 20, 2026 08:50 AM
To: Florida Public Service Commission
Subject: Docket Number - 20250088-WS

Description:

Customer Comment Id: 39

Are you a customer of Sun Communities Finance, LLC d/b/a Water Oak Utility: Y

Name: Robert Kosovan

Phone: 3524603683

Email: bjk1jk1128@gmail.com

Address: 765 Trevino drive , Lady lake , Lake, FL 32159

Submit Date: Monday, January 19, 2026 06:35 PM

Comment: The proposed water increase is way out of line. Retirees on social security don't get that kind of increase in our monthly checks. Give us that percentage would be a lot more fair.