

Nickalus Holmes

CORRESPONDENCE
1/20/2026
DOCUMENT NO. 00319-2026

From: noreply@psc.state.fl.us
Sent: Tuesday, January 20, 2026 08:50 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 No. 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 record 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 comments may be subject to public disclosure.

From: plbracey@att.net
Sent: Monday, January 19, 2026 06:17 PM
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.