

From: Antonia Hover on behalf of Records Clerk
Sent: Tuesday, January 20, 2026 10:01 AM
To: 'Patricia Smith'
Cc: Consumer Contact
Subject: RE: Docket No. 20250088-WU, Sun Communities Finance LLC d/b/a Water Oak Utility

Good Morning,

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!

Toni Hover
Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6467

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From: Patricia Smith <marinemom49@gmail.com>
Sent: Tuesday, January 20, 2026 10:00 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket No. 20250088-WU, Sun Communities Finance LLC d/b/a Water Oak Utility

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To whom it may concern:

I am a resident of Water Oak Country Club Estates, a Sun Communities Finance LLC d/b/a Water Oak Utility, located at 216 Magnolia Drive, Lady Lake, Florida.

My husband and I have lived here 6 years and are on a fixed income. I would like to address a letter we received from the Florida Public Service Commission last week regarding a proposed astronomically Utility (water) rate increase for the residents of our Estate. DOCKET NUMBER 20250088-WU.

This proposed increase is extremely unjustified, particularly given the long standing operational and infrastructure issues within our community. To my knowledge there are over 200 water meters in this community that have been broken or non functioning for more than two years. Sun Communities is aware of these issues and has failed to repair or replace these meters, resulting in inaccurate water and sewage billing for a substantial number of residents.

Because these meters are not functioning properly, water and sewage usage for those homes are not accurately measured or billed. I know for a fact that at least 3 people living on my block have not been billed for water in over a year. That's just on my block! As a

result, the unaccounted-for usage is effectively being passed on to the rest of the community, unfairly penalizing homeowners who do have working meters and are paying their bill. FIRST AND FOREMOST, FIX THE WATER METERS SO THAT THERE IS ACCURATE USAGE AND INCOME INFORMATION on which to base a rate increase.

It is also noted that in a document numbered 15529-25 item 3 that the EUW rate was 32.3%, which is water not being accounted for or billed. This is an unacceptable amount of wasted, undocumented water. It should be no more than 10%.

It was also noted that Sun Community has stated that in addition to the residents' water usage, there are 17 general customers that use our water but they have failed to disclose who these customers are. In a previous Notice of Public Hearing document numbered 15529.25 item #6 it is noted that these 17 general service customers are not being billed.

It was noted in our HOA residents meeting last evening that the Florida Public Service Commission has requested accounting information in the past from Sun Communities to justify previous utility increase requests and did not receive it. I believe that before a rate increase can be determined the FPSC along with the customers of Water Oaks Country Club Estates should demand a full accurate, audited itemized accounting of actual water used, income and expenses.

We are not opposed to a reasonable Utility rate increase but 400 to 700% is just NOT ACCEPTABLE.

Thank you for your consideration in this matter.

Patricia Smith
443 Watson Drive
Lady Lake, Florida
Marinemom49@gmail.com