

Nickalus Holmes

CORRESPONDENCE
1/20/2026
DOCUMENT NO. 00352-2026

From: noreply@psc.state.fl.us
Sent: Tuesday, January 20, 2026 08:50 AM
To: sharyn112@comcast.net
CC: Consumer Contact
Subject: Docket Number - 20250088-WS

Good Morning, Sharon D'Aloisio ,

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: sharyn112@comcast.net
Sent: Monday, January 19, 2026 09:38 PM
To: Florida Public Service Commission
Subject: Docket Number - 20250088-WS

Description:

Customer Comment Id: 49

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

Name: Sharon D'Aloisio

Phone: 7818836737

Email: sharyn112@comcast.net

Address: 815 Trevino Dr, Lady Lake, Lake, FL 32159

Submit Date: Monday, January 19, 2026 09:38 PM

Comment: Docket No. 20250088-WS – Water Oak Utility Rate Increase

To the Florida Public Service Commission,

I am a residential customer of Water Oak Utility and submit this comment for inclusion in the official record for Docket No. 20250088-WU.

I oppose the proposed rate increase requested by Sun Communities Finance LLC d/b/a Water Oak Utility.

Customers are being asked to pay higher rates despite ongoing service concerns, including:

- Frequent fluctuations in water pressure
- Intermittent service interruptions
- Delays and difficulty obtaining clear customer service responses
- Ongoing concerns regarding system reliability
- Billing increases without corresponding, visible service improvements

According to the Utility's 2024 Annual Report, total gross revenues were \$179,227 while operating expenses were \$342,931. Customers should not be required to absorb excessive or poorly justified expenses, particularly when service quality issues persist.

Water Oak Utility is a wholly owned subsidiary of Asset Investors Operating Partnership, L.P. Customers should not be responsible for covering corporate or administrative costs that do not directly improve water quality, infrastructure, or reliability.

Additionally, the Utility's wastewater certificate was cancelled on March 12, 2020. Customers are now paying increased costs for water service alone, making affordability an even greater concern—especially for residents on fixed or limited incomes.

The Commission has a responsibility to ensure rates are just, reasonable, and supported by demonstrated need. Based on current service quality and affordability concerns, I respectfully request that the Commission deny or significantly reduce the proposed rate increase and require stronger justification before approving any change.

Thank you for the opportunity to provide public comment.

Sincerely,

Sharon D'Aloisio

Water Oak Utility Customer

Lady Lake, FL 32159