

**Nickalus Holmes**

---

**From:** Nickalus Holmes on behalf of Records Clerk  
**Sent:** Tuesday, January 20, 2026 10:38 AM  
**To:** 'Diane Berger'  
**Cc:** Consumer Contact  
**Subject:** RE: DOCKET NO. 20250088-WU SUN COMMUNITIES FINANCE LLC d/b/a Water Oak Utility

Good morning

Your additional comments will be added Good Morning consumer correspondence in Docket No. 20250088 and forwarded 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:** Diane Berger <imdianelynn@aol.com>  
**Sent:** Tuesday, January 20, 2026 10:06 AM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** Fw: DOCKET NO. 20250088-WU SUN COMMUNITIES FINANCE LLC d/b/a Water Oak Utility

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

Not sure all of the originthrough. went through.  
D Berger  
[Sent from AOL on Android](#)

Subject: WATER UTILITY  
DOCKET NO. 20250088-WU  
SUN COMMUNITIES FINANCE LLC d/b/a Water Oak Utility

We respectfully disagree with the rate hikes suggested for Water Oak Country Club Estates in Lady Lake FL. In reading the "Objectives and Procedures" section of the Public Service Commission Auditors Report (October 7, 2025), we noted that this is a "class C utility providing service to 1371 residential customers and 18 GENERAL SERVICE CUSTOMERS." Can anyone tell us exactly "who" it is that constitutes "18 general service customers?" Further, how does this impact the residential customers vs general service customers?

It is our understanding that we have our own well here, and the water is billed separately from the sewer charges. The sewer charges have always seemed way out of line in relation to the amount of water used. We have in the past, questioned this, and have received a variety of convoluted answers and calculations, all of which seem to revolve around "someone's " creative math. I was in banking for a solid portion of my career. I like to deal in actual numbers and percentages, none of which have been presented to reconcile these charges. IF the proposed rate hike is as outrageous as it seems on paper, I don't know how Sun Communities can expect to retain their "land renters" since they are seeming to want to clear the place out with ridiculous fees. This is an elderly demographic, many of whom rely on Social Security as their primary source of income. The amount of money needed to insure one of these homes is ridiculous, and electric utilities are increasingly outrageous as well (never mind what it costs in this area for groceries and gas -basic necessities.) Now, I understand that rates do increase for everything everywhere, but when you start charging ridiculous amounts of money for water that doesn't even go down a sewer (such as any used outside to water lawns, plants, pressure washing homes and driveways,) does anyone really believe that Water Oak won't turn into anything but a nasty dump of a trailer park since people aren't going to be willing to take care of anything except INSIDE their walls? We are asking for a clear and concise accounting of our individual lot water and sewer expenses, and being provided with accurate meters to read BOTH. We are also asking that we not be "penalized" for any corporate "mistakes" in billing the individual lots over the years, and if that translates into some kind of "loss" for Sun Communities, they absorb whatever it costs for their mistakes.

Respectfully,

Diane and Kevin Berger  
Lot #445  
543 Spruce Dr  
Lady Lake FL 32159-3269

[Sent from AOL on Android](#)