

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Tuesday, January 20, 2026 11:31 AM
To: 'janetinnis@icloud.com'
Cc: Consumer Contact
Subject: Docket. No. 20250088
Attachments: Docket #20250088.docx

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

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.

-----Original Message-----

From: Janet Innis <janetinnis@icloud.com>
Sent: Tuesday, January 20, 2026 10:53 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject:

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Sent from my iPhone

REFERENCE: DOCKET #20250088

Dear Florida Public Service Commission,

I am a resident of Water Oak Estate located Lady Lake, Florida owned and operated by Sun Communities,

In 2024 sought ways to slash expenses and their crack accounting team saw opportunity.

In this square mile of Sun property, very single faucet, toilet, spicket and sprinkler head that isn't privately owned by a resident is property of the Corporation. It appears that the "General Service Customer" mentioned in their petition for a 'Staff Assisted Rate Case' review will no longer be billed for its water usage.

(FROM DOCUMENT NO. 15529-2025):

1. **Issue 3** 32.3% of water that is processed & pumped is NOT paid for... Excessive Unaccounted for Water (EUW).
2. **Issue 6** confirmed that "In addition, the Utility did not bill 17 general service customers during the test year."

I believe General Service Customers are common property managed by Sun, not by individual homeowners. I believe those 17 unnamed General Service customers are the group of LLC's under Sun Communities umbrella that operate the property.

The expense of processing and pumping 32% of the well water will now be put on the backs of residents who have no control of its use.

The Prospectus every homeowner receives upon agreeing to rent property at Water Oak Estate clearly defines our responsibility for Utilities. It begins at the meter.

- SECO provides our Electricity and our ***cost is determined at our Electric Meter; not at the substation that supplies it.***
- The same is true for our Water Utility – **our financial responsibility BEGINS at the water meter NOT at the wellhead!**

I hereby reject Sun Communities attempt to avoid paying for its own water use in maintaining its obligation to manage and maintain their property. Any increase should be granted based on increase cost of providing water to the whole community including Water Oak Estate and their customers.

Sincerely,