

From: Antonia Hover on behalf of Records Clerk
Sent: Tuesday, January 20, 2026 11:28 AM
To: 'Bob Hart'
Cc: Consumer Contact
Subject: RE: Water Oak rate hike Docket No. 20250088-WU

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.

From: Bob Hart <bobhart467@gmail.com>
Sent: Tuesday, January 20, 2026 11:02 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Water Oak rate hike Docket No. 20250088-WU

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

In regards to the proposed rate increase for Sun Communities Finance LLC D/B/A Water Oak Utility. Myself and many other residents feel the outreages rate hike proposed is unjust. After reviewing the audit report filed 10/07/2025 Document No. 14345-2025 it is very obvious there are many issues relating to billing, record keeping and overall management of the "utility".

- 1: The proposed rate increase is based on inaccurate data from the audit.
- 2: Who are the 18 general use unbilled customers and has Water Oak returned an answer as requested.
- 3: Are the residents of Water Oak paying the bill for the 18 unbilled customers? Are the unbilled customers the club house, restaurant, pool areas, golf course maintenance building etc. ?
- 4: Is the management of Water Oak being creative with numbers and missing invoices? How can the data provided by Water Oak be taken seriously and used to submit the outlandish rate hike proposed?
- 5: Who are the employees of the "utility" and where is a transparent breakdown of time and materials charged, names, dates of service and materials purchased and used? Are these missing also?

6: Is there data available in regards to calibrating water meters, dates of installation, maintenance and replacements?

7: Will the PSC actually entertain a rate increase based on inaccurate and missing information and has Water Oak responded to the PSC's request for the missing information? I believe this information has been requested a few times.

8: The residents of Water Oak are required to maintain the sod owned by Water Oak by the use of sprinklers, if your grass dies the resident is required to pay for new sod. Myself and many others feel there should be a percentage of the water usage deducted for using our billed water to maintain Water Oak property.

Many of the residents are quite knowledgeable and have been utilizing public information to research the numerous documents available and are presenting this to the PSC and asking that the rate increase be denied until accurate and true data is presented. We all understand that rate increases are inevitable but throwing out a number to recoup losses using incomplete data is absurd. The big question is, who are the 18 unbilled customers? Where is the water loss data?

Sincerely

Robert and Jennifer Hart
953 West Norman Street
Lot 2633
Lady Lake, Florida 32159