

From: Antonia Hover on behalf of Records Clerk
Sent: Tuesday, January 20, 2026 11:27 AM
To: 'SOT'
Cc: Consumer Contact
Subject: RE: 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

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From: SOT <start1949@gmail.com>
Sent: Tuesday, January 20, 2026 11:10 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>; Nancy Tart <ntart24@gmail.com>
Subject: DOCKET NO. 20250088-WU

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Sun Communities Finance LLC d/b/a Water Oak Utility
DOCKET NO. 20250088-WU
January 20, 2026

To the Public Service Commission,

I am writing to formally oppose the proposed rate increases for Water Oak Utility. Based on the data provided, I would like to submit the following comments for the record:

Issue 1: Quality of Service

In 2024, I experienced significant issues regarding high water bills. Upon inquiry, I was informed of a high daily usage rate, yet I was unable to verify this because my water meter and shut-off valve were installed upside down and buried in dirt. While the utility eventually corrected the installation, this improper setup raises serious concerns regarding the competence and reliability of the utility's operations.

Proposed Rates and Operating Expenses

I acknowledge that an adjustment is necessary to cover the 2024 deficit and current operating costs. A 182.55% increase, as discussed in Issue 10, would bring the rate from \$1.07 to \$3.02 per 1,000 gallons for the "0-3,000 gallon" tier. This adjustment is reasonable, as it recovers past losses and generates a surplus for unanticipated repairs. Under this structure, a typical 5/8" meter bill for 3,000 gallons would increase from \$8.95 to \$18.17. I also concur with the proposed 1.5 and 1.75 multipliers for higher usage tiers.

Water Rate Base and Depreciation

The inclusion of a \$2,925,041 Utility Plant in Service (UPIS) value is unclear and lacks justification. Historically, the infrastructure for water and wastewater was understood to be covered by monthly lot rental fees. If these costs are now being shifted to the utility rate, there must be a corresponding reduction in property rental rates to avoid double-billing residents. Furthermore, depreciation costs related to new home construction or community amenities (such as the new pool) should be recovered through home sales or rental fees, not the water utility rate.

Comparison to Local Municipal Rates

The Town of Lady Lake recently adjusted its rates to \$3.39 per 1,000 gallons for the initial tier. A monthly bill for 3,000 gallons through the Town would cost approximately \$27.57—significantly lower than the \$37.01 figure shown in Schedule No. 4. If the utility cannot provide service at a rate competitive with the local municipality, the Commission should consider whether it is in the residents' best interest to be transitioned to Town service.

Conclusion

The proposed rate of \$9.30 per 1,000 gallons is nearly three times the cost of nearby municipal service and is unacceptable. A rate of \$3.02 per 1,000 gallons is sufficient to cover expenses and future growth. I urge the Commission to reject the current proposal in favor of a more equitable rate structure.

Very truly yours,

Steven Tart
910 Trevino
Lady Lake, FL 32159