

From: Antonia Hover on behalf of Records Clerk
Sent: Tuesday, January 20, 2026 11:25 AM
To: 'Helene Allen'
Cc: Consumer Contact
Subject: RE: Docket No. 20250088-WU, Sun Communities Finance LLC d/b/a Water Oak Utility

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: Helene Allen <helenea1960@gmail.com>
Sent: Tuesday, January 20, 2026 11:11 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket No. 20250088-WU, Sun Communities Finance LLC d/b/a Water Oak Utility

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I am writing to protest the proposed outrageous water rate hike proposed by Sun Communities to the residents of Water Oak Country Club Estates, a retirement 55 plus community. This is an excessive burden being placed on the residents due to Sun's mismanagement. Two major issues from document 15529-2025:

Issue 3: There was 32.3% unbilled water to the customers. 32.3 percent EUW.

Issue 6: The utility did not bill 17 general service customers during the test year. We have no idea who these customers are.

It seems to me that Sun wishes to place the burden of this unbilled water on the backs of the residents. Our financial obligation begins at our individual water meters, not at the wellhead.

Also I think Sun should provide the Commission with the number of water meters that are not working.

Thank you for your attention to this matter

Thanks,

Helene Allen