

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Tuesday, January 20, 2026 11:24 AM
To: 'Trudie Smith'
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: Trudie Smith <smith.trudie@gmail.com>
Sent: Tuesday, January 20, 2026 11:16 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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Dear Commission,

I am a resident of Water Oak Country Club Estates (Sun Communities Finance LLC d/b/a Water Oak Utility) in Lady Lake, Florida. I have lived here for six years and on a very fixed income, as no doubt the same for many of the permanent residents in this estate.

I am writing to object to the massive rate increase proposed in the letter received last week (Docket No. 20250088-WU). A rate hike of 400% to 700% is astronomical and completely unjustified, especially considering the mess the Sun Communities' infrastructure is in.

To my knowledge, over 200 water meters in our community have been broken for more than two years. Sun Communities have knowledge of this but have not fixed them. This means a huge

number of residents aren't being billed accurately—or at all. There are at least three people in the immediate area alone who haven't received a water bill in over a year. Because of this, the cost of that water is being unjustly passed on to those who actually pay their bills.

First and foremost: The meters need to be fixed so there is accurate usage data before considering a rate increase.

According to Document 15529-25 (Item 3), the "Excessive Unaccounted for Water" rate is 32.3%. That is an unacceptable amount of wasted water; it should be no higher than 10%. Additionally, Sun Communities have admitted there are 17 "general customers" using our water who are not being billed... why?... and to date have danced around disclosing who these customers are... why? This was highlighted in our recent HOA meeting that the Commission has asked Sun Communities to provide information on these “general customers” in the past to justify increases and they failed to provide it. How can this be fair?

There are many residents in Water Oak who are “snowbirds”, many of whom shut their house water main line off, but leave their outside water line on in order to maintain their lawns. How many of these homes have been unjustly charged for their water?

You should demand a full, audited, and accurate accounting of actual water usage, income, and expenses from Sun Communities for the Water Oak Country Club Estates before moving forward on this matter.

A 400% to 700% increase to our community that is not supported by full disclosure is simply not acceptable.

Thank you for your help.

Trudie Smith
443 Watson Drive
Lady Lake FL 32159
smith.trudie@gmail.com