

Nickalus Holmes

From: Nickalus Holmes on behalf of Records Clerk
Sent: Tuesday, January 20, 2026 1:21 PM
To: 'Marie Cruise'
Cc: Consumer Contact
Subject: RE: Water Oaks Utility Docket # 20250088-WU

Good afternoon

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,
Nick Holmes
Commission Deputy Clerk II
Office of Commission Clerk
Florida Public Service Commission
850-413-6770

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From: Marie Cruise <mariecruisenh@gmail.com>
Sent: Tuesday, January 20, 2026 1:04 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Water Oaks Utility Docket # 20250088-WU

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Office of Commision Clerk cler@psc.state.fl.us

To whom it may concern:

I am a homeowner of Water Oak Estates located at Lady Lake Florida which is operated by Sun Communities. In the development of Water Oaks Estates every single toilet, faucet, spicket and sprinkler head that is not privately owned by a resident is the property of Sun Communities, According to the information of. the Florida PSC presented to us, the expenses of processing and pumping 42% of the well water now

will be put on the backs of residents who have no control of the use of the water.

From Document # 15529-2025

1. Issue #3 42% of water that is processed and pumped is NOT paid for Excessive Unaccountable for Water (EUW).

2. Issue # 6 Confirmed in addition the Utility did not bill 17 general service customers during the test year and are calling it loss revenue.

The prospectus every homeowner receives upon agreeing to rent property at Water Oaks Estates clearly defines our responsibility for Utilities. It begins at the water meter, not the substation.

SECO provides our electricity and our cost is determined by the Electric Meter not the substation that supplies it.

The same is true for our Water Utility. OUR RESPONSIBILITY SHOULD BE AT THE WATER METER NOT AT THE WELLHEAD.

I understand the need for a water increase of some sort. I do not agree with it completely being put on homeowners. We pay a very significant lot fee that is supposed to cover the cost of amenities to the community. These fees go up every year to help Sun Communities operate the properties. The increase they are asking for is gross to say the least. This is a 55 and older community and they are making it so that people are no longer going to afford to live here.

Thank you for taking the time to consider the concerns of the owners of Water Oak Estates.

Thank You

Robert and Marie Cruise