

From: Nickalus Holmes on behalf of Records Clerk
Sent: Tuesday, January 20, 2026 1:22 PM
To: 'Katherine Logan'
Cc: Consumer Contact
Subject: RE: Docket No. 20250088-WU, Sun Communities Finance LLC d/b/a Water Oak Utility

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

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: Katherine Logan <kjl2000mail@gmail.com>
Sent: Tuesday, January 20, 2026 1:10 PM
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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Katherine and James Logan
221 Hogan Dr
Lady Lake, FL 32159

January 19, 2026

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Blvd.
Tallahassee, F 32399-0850

Ref: Docket No. 20250088-WU, Sun Communities Finance LLC d/b/a Water Oak Utility

"To the Florida Public Service Commission:

I am writing to formally submit a complaint regarding the proposed water rate increase for the Water Oak community under Docket No. 20250088-WU, administered by Sun Communities Finance LLC, doing business as Water Oak Utility.

I am deeply concerned by the magnitude of the proposed increase and the manner in which it has been presented to residents. Many homeowners in this community are senior citizens living on fixed or limited incomes, and such a substantial increase represents a significant financial hardship. Moreover, the proposed rate adjustment appears unjustified in light of long-standing operational and infrastructure deficiencies that have not been adequately addressed.

Specifically, it is my understanding that more than 250 water meters within the community have been broken or nonfunctional for over two years. Despite this, Sun Communities has failed to repair or replace these meters, resulting in inaccurate water and sewer billing for a substantial number of residents. When water usage is not properly measured, the unaccounted-for consumption is effectively redistributed across the community, unfairly burdening homeowners with functioning meters who are paying their bills accurately and responsibly.

In addition, while routine water quality testing is essential, it has been reported that US Water performs daily on-site testing at considerable ongoing expense. It is unclear why existing on-site maintenance personnel have not been trained to perform these duties, which could significantly reduce costs. These operational inefficiencies should not be passed on to residents through excessive rate increases.

There are also serious concerns regarding irrigation water usage. Irrigation water is not metered separately from residential water, which directly contributes to disproportionately high sewer charges. This billing structure is fundamentally flawed and places an unreasonable burden on homeowners.

Further, there appears to be a lack of transparency regarding water usage for common areas, including the sports complex, golf course, and other shared facilities. It is unclear how water consumption for these areas is measured, billed, allocated, and monitored, or how those costs are distributed among residents.

Given these unresolved issues, homeowners are requesting a detailed and transparent accounting that includes, but is not limited to:

- Water usage per individual residence
- Water usage for each common area
- Documentation supporting the necessity of a rate increase that exceeds prior rates by more than eightfold
- A clear explanation identifying the seventeen “general service” customers and their associated usage

Absent this information, there is insufficient justification for a rate increase of this magnitude. We respectfully request that these concerns be fully addressed before any proposed increase is approved.

Respectfully,

Katherine Logan