

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Tuesday, January 20, 2026 2:05 PM
To: 'Geneen Roby'
Cc: Consumer Contact
Subject: RE: Docket #20250088

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!

Tristan Davis
Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6121

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From: Geneen Roby <gigiyoder1703@gmail.com>
Sent: Tuesday, January 20, 2026 1:42 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket #20250088

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REFERENCE: DOCKET 20250088

Dear Florida, Public Service Commission,

I am a resident of Water Oak Country Club Estates located in Lady Lake, Florida, owned and operated by Sun Communities.
In 2024 Sun Communities sought ways to slash expenses and their crack accounting team saw an opportunity.

In this square mile of Sun property, every single faucet, toilet, spigot, and sprinkler head that isn't privately owned by a resident is property of the Corporation. It appears that the "General Service Customer" mentioned in their petition for a "Staff Assisted Rate Case" review will no longer be billed for its water usage.

(FROM DOCUMENT NO. 15529-2025):

1. **Issue 3** 32.3% of water that is processed and pumped is NOT paid for...Excessive Unaccounted for Water (EUW).
2. **Issue 6** confirmed that "In addition the Utility did not bill 17 general service customers during the test year."

I believe General Service Customers are common property managed by Sun, not by individual homeowners. I believe those 17 unnamed General Service Customers are members of the LLC under Sun Communities' umbrella that operate the property.

The expense of processing and pumping 32.3% of the well water will now be put on the backs of residents who have no control of its use. This expense will be added to the increasingly higher and higher lot rental fees. Most people in this community live on fixed incomes and will not be able to afford this outrageous increase.

The Prospectus every homeowner receives upon agreeing to rent property at Water Oak Country Club Estates clearly defines our responsibility for Utilities. It begins at the meter.

- **SECO provides our Electricity and our cost is determined at our Electric Meter; not at the substation that supplies it.**
- **The same is true for our Water Utility – our financial responsibility BEGINS at the water meter NOT at the wellhead.**

I hereby reject Sun Community's attempt to avoid paying for its own water use in maintaining its obligation to manage and maintain their property. Any increase cost of providing water to the whole community including Water Oak Country Club Estates and their customers.

Sincerely,

Geneen Roby
224 Littler Lane
Lot 2270