

Nickalus Holmes

From: Nickalus Holmes on behalf of Records Clerk
Sent: Tuesday, January 20, 2026 2:02 PM
To: 'Tina Thomas'
Cc: Consumer Contact
Subject: RE: Docket # 20250088-WU, Sun Communities Finance LLC dba 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: Tina Thomas <tinaterry021@gmail.com>
Sent: Tuesday, January 20, 2026 1:43 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket # 20250088-WU, Sun Communities Finance LLC dba Water Oak Utility

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To Whom It May Concern:

I am writing to formally protest the proposed rate increase of 400% for our water/sewer at Water Oak Country Club. We are new part-time residents since last year. It is upsetting to read all of the improprieties in the communication received concerning the proposed rate increase. I request that this email be counted as a formal, written objection to this increase.

Noted improprieties from Document 15529-2025:

Issue 3 - Used and Useful. How can this utility not be able to account for 42.3% of water produced? Mismanagement at its finest.

Issue 6 - Utility did not bill 17 general service customers. Who are these customers? If they are Water Oak Operations, shouldn't they be billed since this is passed onto residents already through our lot rental?

Other improprieties:

Water bills should be based on individual meters, not at the well point. How are these meters being read, and are all meters being read accurately? How can we accept an increase if we have a very unreliable meter system?

If our lot rent is based on the local market, and many of our neighbors, whose community water is on a well, has their water included in their lot rent, aren't we getting charged twice for water usage?

The company has not provided sufficient evidence that the infrastructure improvements or costs justify a 400 % increase to my household.

I request that the PSC thoroughly investigate the rate-setting methodology of the Water Company and deny this excessive increase.

Sincerely,
Tina Thomas
918 Nelson Drive
Lady Lake, FL