

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Tuesday, January 20, 2026 2:20 PM
To: 'Brian Baumeister'
Cc: Consumer Contact
Subject: RE: Water Increase by Sun Communities

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: Brian Baumeister <brianbsellsfl@gmail.com>
Sent: Tuesday, January 20, 2026 2:18 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Water Increase by Sun Communities

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To whom it may concern

I am writing to you today as a resident of Water Oak Country Club Estates in Lady Lake Florida owned by Sun Communities to formally protest the proposed 400 percent increase in my water and sewer bill. I am also representing my 92 year old mother who, I believe is now the longest living resident of this community as she has been here over 39 years. When my parents moved here the water and sewer was included in the lot rent. Every year all residents pay an increase in lot rent of at least 5%, that increase alone should be able to cover these water expenses. Sun Communities records record profits every year! I am also a full time resident as of August 2019. I myself was a previous employee here at Water Oak and I have experienced first hand this corporation's excessive greed. I started in the maintenance department then was promoted to administration to prepare me to join their sales team. In November of 2023 Sun Communities decided to outsource the sales office to save money and that failed miserably. I still sell homes here for an outside agency. With that being said I can confidently tell you some things pertaining to the water bills here. I believe in 2020 or 2021, if my memory serves me, all the water meters were replaced by an outside agency. I was working in the

maintenance department at the time and we did assist. Multiple meters failed or were incorrectly installed at the wrong address. This led to some residents paying a water bill for a neighbor. Some of these have been corrected but some have not. I also know that many residents here receive a water bill with a minimum amount due which is between \$6 and \$7 monthly, because the meter is inoperable. If that resident does not bring that to the attention of the community, then it continues and the water costs are spread out over all the other residents. The community irrigates all common areas such as the sports complex, all the amenities and surrounding areas, as well as the 18 hole golf course. There is no accountability about the costs to irrigate these areas and no proof has been provided by the community to show that the residents are not paying to irrigate these areas.

This increase will create hardships for many residents, including my mom who lives solely on \$1,750 monthly from social security. Manufactured homes on leased land, was always designed to be a less expensive alternative to real estate properties. Many residents here are on a fixed income and this will immediately cause undue hardship. I frequently see and I am currently working with two residents here that are being evicted from the community because Sun communities will not work with someone if they get behind on lot rent. After one month they start the eviction process. This is not the only reason they evict. If a person does not keep the property up to the community standards, they can face eviction, I have personally seen this happen. This includes the condition of the grass. The average lot here is about 5,000 to 7,000 square feet which computes to about 700 to 1,000 gallons of water to irrigate the lawn one time! The average two person household uses approximately 80 to 100 gallons of water a day for all other uses not including irrigation for the property. All that water is run through the same meter. Sewage cannot be measured so they use a percentage formula to determine how much waste to charge for. Irrigating the lawn directly affects the sewer portion of that bill and already raises it significantly. Many residents will walk the line on irrigating their lawn and facing the stress of possibly being evicted. When a person is evicted, Sun Communities takes possession of the home and any contents. This increase will devastate most residents and the evictions will increase. As a resident myself and a son of a 92 year old resident I can tell you the cost of living can be stressful and myself and my wife already pitch in financially for my mom to make ends meet. I am far from rich so this affects our household as well. We understand that things go up but this is an extreme abuse by Sun communities to their residents. Thank you for taking the time to address my concerns.

Respectively,

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Brian Baumeister

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