

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Tuesday, January 20, 2026 2:30 PM
To: 'Wendy Nowlen'
Cc: Consumer Contact
Subject: RE: 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!

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: Wendy Nowlen <wnowlen1007@gmail.com>
Sent: Tuesday, January 20, 2026 2:29 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Cc: Wendy Nowlen <wnowlen1007@gmail.com>
Subject: Docket #20250088-WU

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To Whom It May Concern,

We are writing to formally protest the proposed 400 percent increase with our water/wastewater at Water Oak Country Club. We've owned a home here since 2022. Water Oak Country Club is owned by Sun Communities, a 55+ mobile home park, with most home owners on a fixed income. According to the expenses and revenue reports listed on their website, their investors revenue exceeds expenses by far. I find this proposed increase to be unjust, unconscionable, and disproportionate to the cost of service. We request that this letter be counted as a formal, written objection to this increase.

Grounds for Protest:

- Undue Financial Burden & lack of justification: An increase of this magnitude is not sustainable, and quite simply.....financial elder abuse. Sun Communities has not provided sufficient evidence that the infrastructure improvements or costs justify a 400 % increase to my household.

- Water meters for each residential property are not read manually and there is no regular inspection or monitoring of the meters or water consumption. A resident may have a broken meter or some other type of water leak but not be made aware of it until they receive a suspiciously higher water bill 2 months after the leak occurred. Water bills are inconsistent; i.e. a resident might have a \$16.00 bill one month and a \$90.00 bill the next month, even though there has been no leaks or damage to the meter and no change in living circumstances. Yet the Utility is unable to explain the inconsistency.
- Water Oak residents demand full disclosure from Sun Communities. Who are the 17 general service customers who are not being billed for water? And how can these unbilled amounts be listed as a loss?
- The October 7, 2025 audit identified incomplete records, unsupported plant entries, depreciation inconsistencies, and revenue reporting issues. As a result, any unsupported, affiliate-related, improperly capitalized, or non 'used and useful' costs—meaning costs that do not directly and currently provide safe drinking water to residents—should be fully disallowed. The document Sun Communities provided PSC indicates some of this is to recoup missing water revenue from unbilled customers? If that is the case, then our monthly lot rent should be reduced. I worked in the Financial Industry for 30+ years and audits were regularly conducted. In addition, the bank had to publish the income statement and balance sheet to anyone who asked on an annual basis. Sun Communities will not show any homeowner this. With 1400+ lots, each paying month rent of over \$700 ~ the monthly lot rent income is well over \$1m. This should be sufficient to cover any infrastructure upkeep, maintenance issues, etc. There should be \$0 losses for the Water Oak Community. In addition, we pay a yearly pass through "tax".
- EUW unaccounted for water in excess of 42%. There is only supposed to be a 10% margin for unaccounted water. Is the water being used on a public golf course located within a private community? Is water being used at the golf cart barn to wash golf carts? Is water being used in Sun Communities' restaurant to wash dishes, cook food, flush toilets, etc.? Is this unaccounted for water being used to fill 3 swimming pools, support bath houses and bathrooms? Is this unaccounted for water being used inside and outside of the 2 clubhouses that contain large commercial kitchens that are rented out to both the residents and the public for various functions? Is the water usage for Wednesday night bingo dinner as every Wednesday meals are prepared in the commercial kitchen? How much of the unaccounted for water goes to watering common areas, medium strips, baseball fields and sports complex? Is all this the 17 general service customers not being billed for water?
- We are away from our home for 4-5 months during the summer. We turn off the water at the meter when we are not home and occasionally, our neighbor will turn it on for 30 minutes to water the lawn (we are required to maintain or get fined). But yet our monthly bill remains the same, as if someone was living in our home? Watering lawns doesn't go into the sewer system, yet we are charged in our water bill for every gallon used goes into the sewer.
- Has PSC conducted an audit of the consumptive use permit, as a 40% loss is out of compliance with this permit? As an audit be done of the 15-20 page document Sun Communities (memo #15529-2025) provided PSC in response to why they want this 400% increase? Even the City of Lady Lake doesn't charge this much for water and Sun Communities pays them for sewer.

Thank you for reading our protest. We request that the PSC thoroughly investigate the rate-setting methodology of the Water Company and deny this excessive increase. We also request a review and audit of Sun Communities supporting data and reports to verify the accuracy of their proposed amount, which we believe is outrageous.

Mitch & Wendy Nowlen
403 Walnut Circle
Lady Lake, FL 32159