

From: Tristan Davis on behalf of Records Clerk
Sent: Tuesday, January 20, 2026 3:14 PM
To: 'Phyllis Smart'
Cc: Consumer Contact
Subject: RE: Water rate increase

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: Phyllis Smart <phylbillsmart@gmail.com>
Sent: Tuesday, January 20, 2026 3:12 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Water rate increase

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Subject: Formal Complaint Regarding Proposed Water Rate Increase – Docket No.

20250088-WU

Dear Sir or Madam,

I am writing to formally submit a complaint regarding the proposed water rate increase for the Water Oak community under Docket Number 20250088 – WU, managed by Sun Communities Finance LLC, DBA Water Oak Utility.

This proposed increase is extremely unfair and unjustified, particularly given the long-standing operational and infrastructure issues within our community. To my knowledge, over 250 water meters in this community have been broken or nonfunctional for more than two years. Sun Communities has failed to repair or replace these meters, resulting in inaccurate water and sewage billing for a substantial number of residents.

Because these meters are not functioning properly, water and sewage usage for those homes are not being accurately measured or billed. As a result, the unaccounted-for usage is effectively being passed on to the rest of the community, unfairly penalizing homeowners who do have working meters and who are paying their bills responsibly.

Additionally, while I agree that daily water quality testing is important, US Water is reportedly on-site daily to perform this task, incurring significant ongoing costs. It is unclear why on-site maintenance personnel cannot be trained to perform this function, which could save the community hundreds of dollars per day. This inefficiency should not be borne by homeowners through excessive rate increases.

There are further concerns regarding irrigation water usage. Irrigation water is not separated from residential water, which directly contributes to astronomically high sewage charges. This billing structure is fundamentally flawed and places an undue burden on homeowners.

It has also been noted that there is no transparency regarding water usage for common areas, including the sports complex, golf course, and other shared facilities. It is unclear how water usage for these areas is measured, billed, or allocated, and who is responsible for monitoring it.

Given these issues, homeowners are requesting a detailed and transparent accounting, including:

- Water usage per home
- Water usage for each common area
- Documentation supporting the necessity of a rate increase that is more than eight times higher than previous rates

Without this data, there is no justification for such a dramatic increase.

Sent from my iPhone