

From: Tristan Davis on behalf of Records Clerk
Sent: Tuesday, January 20, 2026 3:36 PM
To: 'Lisa Stephens'
Cc: Consumer Contact
Subject: RE: Docket No. 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

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: Lisa Stephens <daleandlisa77@gmail.com>
Sent: Tuesday, January 20, 2026 3:34 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket No. 20250088-WU

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I am submitting this email in response to the Docket No. 20250088-WU, addressing customer comments regarding Water Oak Utility's request to raise water rates at Water Oak Country Club Estates. I have been a resident here since November 2021.

My career has been entirely in finance for nearly 50 years and within municipalities for nearly all of that. I was personally responsible for preparing, submitting and responding to annual audits from the state government. Poor audit results would not be tolerated by the state, county or my supervisors.

I understand that Water Oak Utility was audited in October 2025 and the results are **unacceptable**. Incomplete records, unsupported plant entries, depreciation inconsistencies, and revenue reporting issues. This is a serious concern regarding the requested increases in water/sewer rates for this utility. If records are this slipshod, how can the billings and rates requests be trusted?

I urge your commission staff to consider that poor audit results are indicative of poorly run companies. Please consider 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 - to be fully disallowed and all financial submissions be examined thoroughly with this in mind.

Thank you for your consideration of this request.

Lisa Stephens
606 Water Oak Blvd
Lady Lake, FL 32159
757-870-3373