

Application for Staff-Assisted Rate Case in Lake County by

Sun Communities Finance LLC d/b/a Water Oak Utility

DOCKET NO. 20250088-WU

Name Ray & Shirley Duerker  
Address 801 E. Norman Street, Lady Lake, FL 32159

To submit your comments about this docket to the Florida Public Service Commission, please complete this comment form and return it by mail, or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CUSTOMER COMMENTS

*See  
Attached*

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CLERK

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Dierker  
801 E. Norman St.  
Lady Lake, Fl.  
32159

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Tallahassee, FL 32399-0850

Re: Docket No. 20250088-WU — Sun Communities Finance LLC d/b/a Water Oak Utility —  
Protest of proposed rate increase

Dear Commission Clerk,

I am a Water Oak Utility customer in Lake County and I respectfully request that this letter be entered into the official docket record for Docket No. 20250088-WU.

I am writing to strongly oppose the proposed/anticipated water rate increase associated with this staff-assisted rate case. Based on the “Current and Preliminary Rates” sheet provided, the staff-recommended figures would cause extraordinary bill shock for ordinary households. For example, the “Typical Residential 5/8” × 3/4” Meter Bill Comparison” shows:

- 3,000 gallons: \$8.95 → \$37.01 (about +314%)
- 6,000 gallons: \$12.28 → \$78.86 (about +542%)
- 8,000 gallons: \$15.14 → \$111.42 (about +636%)

Even if the final numbers differ, the magnitude shown here is unacceptable for a basic necessity like water. A several-hundred-percent increase is not a “rate adjustment”—it is a financial emergency for many residents, especially retirees and fixed-income households.

## Our concerns

1. **Affordability & public interest:** Water is essential. A 300–600%+ increase will force residents to choose between water, food, medicine, or housing costs.
2. **Bill shock & fairness:** Increases of this size should not be implemented in a single step.
3. **Need and prudence:** The utility should be required to prove the necessity of each cost item and demonstrate that expenses, management fees, affiliate transactions, and capital projects are reasonable, necessary, and prudently incurred.
4. **Service expectations:** If rates rise dramatically, customers deserve clear, measurable commitments on reliability, water quality, response times, and infrastructure planning.

## What I am requesting the Commission do

- Reject any rate outcome that results in the extreme increases reflected above, or substantially reduce the requested increase.
- If any increase is granted, require a phase-in over multiple years with protections to prevent severe bill shock.
- Require robust review of affiliate/parent company costs, administrative allocations, and any non-essential expenses.
- Consider customer protections, such as a lifeline/essential-use rate, fixed-income relief options, or other affordability measures.
- Ensure the public has meaningful input and that customer comments are fully considered before any final decision.

Please confirm this letter is filed in the docket. My information is below.

Sincerely,



Raymond and Shirlee Dierker

801 E.Norman St

Lady Lake, Florida 32159

Tel; 314-583-0813

[sdierker1@gmail.com](mailto:sdierker1@gmail.com)