

Nickalus Holmes

From: Nickalus Holmes on behalf of Records Clerk
Sent: Tuesday, January 20, 2026 4:00 PM
To: 'Gwen Comstra'
Cc: Consumer Contact
Subject: RE: Response to docket #20250088-wu, Sun Communities Financial LLC d/b/a Water Oak Utility

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,
Nick Holmes
Commission Deputy Clerk II
Office of Commission Clerk
Florida Public Service Commission
850-413-6770

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-----Original Message-----

From: Gwen Comstra <gcomstra@gmail.com>
Sent: Tuesday, January 20, 2026 3:40 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Response to docket #20250088-wu, Sun Communities Financial LLC d/b/a Water Oak Utility

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To The Florida Public Service Commission; I am writing to express my concern about the proposed increase for the residents of the Water Oak Estates community.

My concerns are as follows:

1. The data given to the commission from Sun Communities seems to be very incomplete. I would ask they be accountable to explain the 17 general service customers who are receiving water from the Water Oak water utility. I very much believe the 17 customers are all some communities as I believe they count for what are usage in areas of the community that are amenities, the softball field, the pools, the Administration office, the sales office, etc.
2. I believe the numbers given to the commission that appeared to show a loss are inaccurate if these 17 customers have not paid their share for their water use. I also believe the number is inaccurate as many residents in the community receive a water bill that is the minimum every month with no variation, showing that their water meter does not even operate. People hear report not having paid more than nine dollars per month for years. Many of these people say that they water their lawns often. It is common knowledge in the community that between 200 and 300 water meters are not operating. The community has failed to replace them. This is Sun Communities responsibility and the residents should not pay the price for their lack of response to this issue.

3. Although I believe it is reasonable to expect an increase in costs for almost everything, I also believe that if 400% increase is unfathomable. This type of increase could cause some people to have to leave their homes. I don't know where they go when that happens.
Thank you for hearing my concerns.

Respectfully Submitted,

Gwen Comstra
921 East Norman Street
Lady Lake, FL 32159
Sent from my iPad