

Nickalus Holmes

From: Nickalus Holmes on behalf of Records Clerk
Sent: Tuesday, January 20, 2026 3:48 PM
To: 'Greg Smith'
Cc: Consumer Contact
Subject: RE: DOCKET NUMBER 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,
Nick Holmes
Commission Deputy Clerk II
Office of Commission Clerk
Florida Public Service Commission
850-413-6770

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From: Greg Smith <gvsimages@gmail.com>
Sent: Tuesday, January 20, 2026 10:17 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: RE: DOCKET NUMBER 20250088-WU

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TO: Office of the Commission Clerk **DATE:** 1/20/2026 **RE:** Docket Number 20250088-WU **FROM:** Greg Smith, 443 Watson Drive, Lady Lake, FL

To the Commission:

My wife and I are six-year residents of Water Oak Country Club Estates living on a fixed income. We strongly oppose the proposed 400–700% rate increase for Sun Communities/Water Oak Utility.

This increase is unjustified given the mismanagement of the current system. Please consider the following points:

- **Broken Meters & Unfair Billing:** There are over 200 broken meters in the community that Sun Communities has failed to fix for two years. I know at least three neighbors who haven't been billed for water in a year. The rest of us are effectively subsidizing their usage.
- **Wasted Water:** According to your own documents, the "unaccounted for water" rate is 32.3%. This is wastefully high and should be under 10%.

- **Undisclosed Users:** Documents indicate there are 17 "general service customers" using water who are not being billed. Sun Communities has not disclosed who they are.
- **Lack of Transparency:** Sun Communities has reportedly failed to provide accounting information requested by the FPSC in the past.

Our Request: Please do not approve this rate hike until Sun Communities fixes the meters and provides a full, audited accounting of actual usage and expenses. We cannot be expected to pay astronomical increases to cover for their lack of maintenance and billing failures.

Thank you for your consideration.

Greg Smith

Greg Smith

Fine Art Pencil Painter and Custom Portraits, and author
<http://animalsandpeoplebygregsmith.weebly.com/>