

**Nickalus Holmes**

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**From:** Nickalus Holmes on behalf of Records Clerk  
**Sent:** Tuesday, January 20, 2026 4:34 PM  
**To:** 'btgallo2@outlook.com'  
**Cc:** Consumer Contact  
**Subject:** FW: docket#20250088-  
**Attachments:** BrianHanscom.pdf

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

*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:** Bob Galloway <btgallo2@outlook.com>  
**Sent:** Tuesday, January 20, 2026 4:17 PM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** docket#20250088-

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Please find my paperwork attached

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 Brian Hanscom  
Address 928 Stadler St lot # 2805 Lady Lake 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.

*let* CUSTOMER COMMENTS

*Please do not Water Oak Community raise the water rates at a rate of nearly 400%. Currently Water Oak can not give us an accurate usage rate. I was away in July & August last year and was billed for 830 gallons of water. I turned the "MAIN" water valve shutting off usage for all part of the house including sprinklers. Water Oaks cannot justify why this is happening and gave me no reason for this usage.*

*Also, I object to one single increase of 400% as excessive and disproportionate for us on fixed income*

*Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such email or correspondence, upon request, for inspection and copying to any Florida citizen or any member of the media.*