

Nickalus Holmes

From: Nickalus Holmes on behalf of Records Clerk
Sent: Tuesday, January 20, 2026 4:33 PM
To: 'Mike Adam'
Cc: Consumer Contact
Subject: RE: WaterOak#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

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: Mike Adam (via Google Docs) <mick.adam30@gmail.com>
Sent: Tuesday, January 20, 2026 4:16 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: WaterOak#20250088-WU

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Mike Adam attached a document



Mike Adam (mick.adam30@gmail.com) has attached the following document:

WaterOak#20250088-WU

Snapshot of the item below:

Subject: Formal Complaint Regarding Proposed Water Rate Increases-Document#

| | |
|----------------|----------------------|
| To | Person Person Person |
| Cc | Person |
| Bcc | Person |
| Subject | |

20250088-WU

To whom it may concern:

I am writing to formally submit a complaint regarding the proposed water rate increase for the Water Oak community...Document# 20250088-WU, managed by **Sun Communities Finance LLC, DBA Water Oak Utility.**

This proposed increase is extremely unfair and unjustified, given the long-standing operational and infrastructure issues within our community. 250+ water meters in this community are not functioning properly or are completely broken and they have been this way for two years or more. Sun Community has done nothing to repair or replace these defective meters thus resulting in inaccurate water and sewage billing for some residents. The inaccuracy of the meters has led to unaccounted usage being passed on to other residents, penalizing those that may have actual working meters. It also has been said that billing is two months behind, so as a newer resident, I paid the bills for usage by the previous homeowner for 2 months.

There are further concerns as I drive in the community and visualize lawn sprinkler heads in common areas that are broken and or not spraying correctly, thus using additional water. Also, irrigation water is not metered separately from regular water resulting in additional sewer charges for water not running into the sewer system. Per the community prospectus, we are responsible for the upkeep of the grass on property not owned by the homeowners...Sun Community owns the land, so turning off irrigation is a double edge sword as homeowners incur the cost of possibly a new lawn.

There also is no accounting, billing or allocation for water used in the common areas, golf course, sports area and other community facilities.

The proposed rate increase is substantial for people living on retirement and a fixed income, especially if it's only Social Security. Homeowners bills will more than double

at the proposed increases. I believe without further documentation and action taken for repairs to some of the concerns mentioned in this letter, justification of this dramatic rate increase shouldn't take place at this time. An investigation by the utilities commission really needs to happen.

I and my community members thank you for your attention to this matter!

Regards,

Mike Adam

733 Sutton St

Lady Lake, FL

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