

Nickalus Holmes

From: Nickalus Holmes on behalf of Records Clerk
Sent: Tuesday, January 20, 2026 5:03 PM
To: 'BRUCE MANN'
Cc: Consumer Contact
Subject: RE: Water Oak Utility Docked No: 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: BRUCE MANN <bruce_mann@rogers.com>
Sent: Tuesday, January 20, 2026 4:59 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Water Oak Utility Docked No: 20250088-WU

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To whom it may concern,

We are residents of Water Oak Estates located in Lady Lake Florida owned and operated by Sun Communities and are making a formal complaint regarding the proposed rate increase.

This proposed rate increase has us really wondering how this could be done without proper analysis of water billing in our community. The letter received has figures based on only one year 2024. How can anyone come up with a proper analysis based on 1 year, should be 3 to 5 years.

We feel that the first issue to be rectified is that the approximately 250 meters in our community that are not registering proper water usage be replaced of fixed before any rate increase can be talked about.

No wonder there is a shortfall in revenue!!!

When some residents in Water Oak are receiving improper usage bills which are only a few dollars. This seems like a lazy way out by trying to increase our rates without getting to the root of the problem.

Another concern we have is the proper usage report of Water Oak's commercial areas like clubhouse, pools and restaurants etc. I see short falls.

Before you send out any proposal you need to do your due diligence.

We will expect to receive your full and accurate report on this proposal once you have it completed.

Sincerely,
Bruce & Katherine Mann
850 Bishop Dr
Lady Lake Florida 32159