

From: Tristan Davis on behalf of Records Clerk
Sent: Wednesday, January 21, 2026 8:35 AM
To: 'Karen Koktowski'
Cc: Consumer Contact
Subject: RE: docket #205250088

Good Morning,

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!

Tristan Davis
Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6121

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: Karen Koktowski <kkoktow@hotmail.com>
Sent: Tuesday, January 20, 2026 5:27 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: docket #205250088

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TO: Office of the Commission Clerk via clerk@psc.state.fl.us

Re: Docket #20550088 - WU, Sun Communities Financial LLC d/b/a
Water Oak Utility

I am a current resident of Water Oak Country Club Estates, Lady Lake, FL owned and operated by Sun Communities. The water in this community is considered property of Sun Communities. Per the information sent to me by the PSC the expense of 32% of the well water in Water Oak will now be charged to the residents which is considered Excessive Unaccounted Water.

(from Document No. 15529-2025):

1. Issue3: 32.3% of water that processed and pumped is not paid for...Excessive Unaccounted for Water (EUW).

2. Issue 6: confirmed that "in addition, the Utility did not bill 17 general service customers during the test year."

The Prospectus each homeowner receives when agreeing to rent property in Water Oak clearly defines our responsibility for Utilities. It begins at the meter.

SECO provides Water Oak's Electricity and our cost is determined at our electric meter; not at the substation that supplies it.

The same is true for our Water Utility - Our financial responsibility begins at the water meter, NOT at the wellhead!

Sun Communities has not presented to the PSC proper evidence that this exorbitant rate increase is warranted and justified!

Sincerely,

Karen Koktowski
425 Bemen Dr
Lady Lake, FL
Lot 2013