

From: Tristan Davis on behalf of Records Clerk
Sent: Wednesday, January 21, 2026 9:06 AM
To: 'Barbara Tremaine'
Cc: Consumer Contact
Subject: RE: Docket #: 20250088-WU, Sun Communities Finance LLC d/ b/ a Water Oak Utility

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

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From: Barbara Tremaine <barbtremaine@gmail.com>
Sent: Tuesday, January 20, 2026 7:55 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket #: 20250088-WU, Sun Communities Finance LLC d/ b/ a Water Oak Utility

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Docket number: 20250088-WU, Sun Communities Finance LLC d/b/a Water Oak Utility

I am a resident of Water Oak Country Club Estates as well as a senior citizen living on Social Security. As you know this makes me living on a fixed income. I have many medical issues that require both doctor visits and medication. Currently, I am on 11 prescriptions. The cost monthly is very high. If our water bill quadruples, it will come down to a choice, do we have water or my meds. Lady Lake is charging \$3.39 per 1000 gallons of water. With the proposed rate increase, we'll be paying over \$9.00 per 1000 gallons

The criteria submitted for your consideration by Sun Communities is questionable. It has been stated that there are 17 general service accounts that are not being charged. Who are they? We have a golf course that consumes a lot of water. I previously discussed with the Director of Golf that it must be difficult to satisfy the community and having the course open to the public. The reply was this was a public course that happens to be

in a community. I therefore feel that we, the community, should not pay for any water associated with the course. That also means the cart barn where each cart is washed, the Pro shop, nor the rest rooms. There is a restaurant on site open to the public - not our responsibility. It is a business and should pay for their own water. The sales office, also a business, should pay for their own water.

There is a discrepancy of 42.3% of water usage that is unaccounted for. That is the responsibility of Sun to find out where it is going. Again, it's a management issue, not the residents. We pay lot rents on our sites. Another issue is the salary and benefits of \$51, 843 for overseeing our water utility. We don't have any employees assigned to this task. Water Oak just built a completely new section where new water lines were laid out. Are they trying to have us pay for this? A final issue is the tax on land where the well, pump, and generator is located. We are already paying for that under what is referred to as our pass thru tax. What happens is that whatever is taxed by the town is divided by the number of homes and we pay it. The town gives the lump sum bill, not a separate bill for the piece of property located in this document.

In conclusion, because of inaccuracies in their application and lack of information, I feel this additional increase should be denied. Hold them responsible for their poor booking, maintenance, and oversight. Almost half of the water usage is unaccounted for and that is unexceptionable.

Respectfully yours,
Barbara A Tremaine