

From: Tristan Davis on behalf of Records Clerk
Sent: Wednesday, January 21, 2026 9:06 AM
To: 'Jackie hardenbrook'
Cc: Consumer Contact
Subject: RE: 20250088-WU

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: Jackie hardenbrook <jackiehardenbrook@gmail.com>
Sent: Tuesday, January 20, 2026 7:49 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: 20250088-WU

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

20250088-WU

To Whom It May Concern,

I am writing to formally protest the proposed 400 percent increase with our water/wastewater at Water Oak Country Club. We've owned since Nov 2024 in Water Oak Country Club is owned by Sun Communities, a 55+ mobile home park. According to the expenses and revenue reports listed on their website, their investors revenue exceeds expenses by far. I find this proposed increase to be unjust, unconscionable, and disproportionate to the cost of service. Especially for those of us who are living on fixed incomes. I request that this letter be counted as a formal, written objection to this increase.

Grounds for Protest:

Undue Financial Burden: An increase of this magnitude is not sustainable, and quite simply... elder abuse.

Lack of Justification: The company has not provided sufficient evidence that the infrastructure improvements or costs justify a 400 % increase to my household. And considering we did not own or live in the property during the Alleged time, we should not be held accountable for someone else's mistakes.

I request that the PSC thoroughly investigate the rate-setting methodology of the Water Company and deny this excessive increase. I also request a review of my billing history to verify the accuracy of the proposed amount.

Sincerely,
Doug and Jackie Hardenbrook
722 Sutton St.
Lady Lake, FL32159
13083833072