

Antonia Hover

From: John Plescow
Sent: Wednesday, January 21, 2026 8:56 AM
To: Consumer Correspondence; Consina Griffin-Greaux
Subject: FW: Formal Complaint regarding docket #20250088-WU, Sun Communities Financial LLC d/b/a Water Oak Utility

Please, add to docket 20250088.

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us> **On Behalf Of** Consumer Contact
Sent: Wednesday, January 21, 2026 6:41 AM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: FW: Formal Complaint regarding docket #20250088-WU, Sun Communities Financial LLC d/b/a Water Oak Utility

Forward to clerks

From: Robert Atry <robert.atry@gmail.com>
Sent: Tuesday, January 20, 2026 1:06 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: Formal Complaint regarding docket #20250088-WU, Sun Communities Financial LLC d/b/a Water Oak Utility

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

The reason I am writing is to complain about the letter I received regarding the proposed water rate increase for my community Water Oak Community docket #20250088-WU, Sun Communities Financial LLC d/b/a Water Oak Utility.

The increase they are proposing is so high that the homeowners who are solely on social security will not be able to afford it and will have no choice but to sell their homes and move out of Water Oak Community. My wife and I are solely on social security. Furthermore, many meters in the Water Oak Community have been broken and non-functional for a few years resulting in wrong determination of water usage and the amount billed to the homeowner. Sun Communities should have had these meters repaired but the meters are still broken and the amount of unaccounted usage is passed on and felt by the residents who have new meters resulting in higher billing amounts.

Water quality is important (even though the water here is hard water and messing our toilets) we understand why US Water does testing. It is a service that we as a community appreciate. But why not train the Water Oak Community maintenance staff to do the testing. This can save the Water Oak Community and homeowners hundreds of dollars a day. The inefficiency should not be thrown on the laps of the homeowners.

There is also a problem regarding irrigation water usage. Irrigation water is not separated between homeowners and community, which leads to higher sewage charges for the homeowners. These charges through billing to all homeowners cause a burden that all owners who are solely on social security cannot handle on top of high home insurance costs and other monthly bills. There is no transparency regarding how the water usage for areas like the sports complex, golf course, pools and other shared areas are measured, billed or allocated, and who is monitoring these areas.

With respect, we are urging the Commission to reject or significantly reduce the proposed rate increase for all the homeowners of the Water Oak Community. A transparent investigation into these costs should be conducted. I look forward to your prompt response and explanation.

Thank you

Robert Atry
301 Cypress Curve
Lady Lake, FL 32159
Water Oak Community
Lot #55