

Antonia Hover

From: John Plescow
Sent: Wednesday, January 21, 2026 9:00 AM
To: Consumer Correspondence; Consina Griffin-Greaux
Subject: FW: E-Form Other Complaints TRACKING NUMBER: 214266

Please, add to docket 20250088.

-----Original Message-----

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us> On Behalf Of Consumer Contact
Sent: Wednesday, January 21, 2026 7:47 AM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: FW: E-Form Other Complaints TRACKING NUMBER: 214266

Forward to clerks

-----Original Message-----

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Tuesday, January 20, 2026 10:59 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaints TRACKING NUMBER: 214266

CUSTOMER INFORMATION

Name: Pamela Knowlton
Telephone: 3157831024
Email: posygirl51@yahoo.com
Address: 426 Snead Drive Lady Lake FL 32159

BUSINESS INFORMATION

Business Account Name: Knowlton
Account Number:
Address: 426 Snead Drive Lady Lake FL 32159

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Other Complaints against Sun Communities Finance, LLC d/b/a Water Oak Utili
Details:

Docket no 202500088-WU, Sun Communities FinanceLLC d/b/a Water Oak Utility After reading the letter sent to us regarding the FPSC proposed rate increase, we have questions about this.
It appears the initial increase to be 58%. COLA doesn't begin to enter the double digits.
Our water is based on gallons per usage in a tiered fashion, 3 tiers in all. Our tiered rate increase will be between 735% to 1100%. This is beyond any reasonable increase for a consumer.
Water Oak water comes from wells on the property . Does the increase only pertain to residents or will this also affect the 17 undisclosed properties in the community that need water?
Sun Community owns this property on which most of the residents are senior citizens living on low to medium fixed income. This is an extremely unprecedented increase in dollars for anyone to absorb. Lot rent increase 5 % every year. COLA doesn't even begin to cover this. Home and auto insurance increases every. Social security only increase 2.8%. We are very concerned about this abnormal increase and hope you can put a stop to it.

Sincerely,
David and Pamela Knowlton