

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Wednesday, January 21, 2026 8:57 AM
To: 'Juanita Osment'
Cc: Consumer Contact
Subject: RE: Water bill at Water Oak Country Club

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.

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

From: Juanita Osment <juanita.osment@yahoo.com>
Sent: Tuesday, January 20, 2026 6:37 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Water bill at Water Oak Country Club

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Sent from my iPhone

When I first moved in here my water bills ran around \$10 a month. Then all of a sudden 2 years in my bill was \$60 for no reason. The office couldn't explain it. I asked them to print out my usages for me, they made no sense. I had no leak. I talked to my neighbors they said theirs was higher too. The 90 year old across the street from me said his was \$100. No way. People across the park were also experiencing the sporadic higher water bills with no change in use. Just this past month my water bill was \$210. Down to the office I go again. Same thing no one knows. They say I must have a leak, call a plumber. No i don't have a leak. I had maintenance come to check the water meter in the ground. He ran a couple of tests and showed no leaks.

We also experience many water main breaks through out the park. I feel that you need to send someone qualified from your office should come here to personally go over these records. There is a problem! No one in the office has the ability to understand it to figure it out.

The price hike they are suggesting is absolutely outrageous. If the infrastructure needs to be upgraded we should not be the ones paying for it.

I really hope you can help us with this problem.

Juanita Osment