

Nickalus Holmes

From: Nickalus Holmes on behalf of Records Clerk
Sent: Wednesday, January 21, 2026 8:46 AM
To: 'Gloria Murray'
Cc: Consumer Contact
Subject: RE: DOCKET NO. 20250088-WS

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,
Nick Holmes
Commission Deputy Clerk II
Office of Commission Clerk
Florida Public Service Commission
850-413-6770

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: Gloria Murray <gloriamurray616@gmail.com>
Sent: Tuesday, January 20, 2026 8:08 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: DOCKET NO. 20250088-WS

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To Whom It May Concern:

I am a resident at Water Oak County Club Estates, Lady Lake Florida.
I am writing to you today to formally protest the proposed, outrageous 400% increase in our water/wasterwater at Water Oak County Club.
This 55+ community owned by Sun Communities, is a manufactured home community with all the residents living on a limited income. This proposal by Sun Communities requires in depth investigation into many areas as noted in this proposal.

In this square mile of Sun property, every single faucet, toilet, spigot and sprinkler head that isn't owned privately by a resident is property of the Sun Community Corporation. According to the information the Florida PSC presented, which by the way was not received by residents until approximately 1 week prior to this meeting, the expenses of processing and pumping 32% of the well water will not be included on the backs of residents who have no control of it's use.

Grounds for protest:
Undue financial burden for which residents will have no control of usage.

Lack of justification; Sun Community has not provided sufficient evidence that the infrastructure improvements or costs justify a 400% increase to individual households.

Issue #3 Excessive Unaccounted for Water

32% of water that is processed & pumped is not paid for

Issue #6

confirmed that "in addition" the utility did not bill 17 general service customers during the test year.

The Prospectus every homeowner receives upon agreeing to rent property at Water Oak clearly defines responsibility for Utilities. It begins at the meter.

* SECO provides our electricity and our cost is determined at our electric meter not at the substation that supplies it.

* The same is true for our Water utility- our financial responsibilities BEGINS at the water meter NOT at the wellhead.

I strongly believe that Water Oak (Sun Community) violated the Commission's policy that they are to notify us no less than 14 days and no more than 30 days before a hearing. I think we should be asking for an additional 1-week extension to gather opposition signatures to this rate proposal.

I hereby reject Sun-Communities attempt to avoid paying for its own water use for its obligation to manage and maintain their property. Any increase should be granted based on increase cost of providing water to the whole community including Water Oak Estate operations and their customers. (Water Oak Restaurant, Water Oak Golf Club)

I request that the PSC perform a thorough investigation on the methodology rate of the Water Oak Company (Sun Community) and deny this excessive increase.

Sincerely

Gloria Murray

David Murray

936 W Norman Street

Lady Lake, Fla 32159