

Nickalus Holmes

From: Nickalus Holmes on behalf of Records Clerk
Sent: Wednesday, January 21, 2026 8:31 AM
To: 'reneek57@gmail.com'
Cc: Consumer Contact
Subject: FW: docket#20250088-WU, Sun Communities Financial LLC d/b/a Water Oak Utility
Attachments: Office of the Commission Clerk.docx

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: Renee <reneek57@gmail.com>
Sent: Tuesday, January 20, 2026 9:07 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: 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.

See Attached

Subject: Formal complaint regarding the proposed increase to Water Rates,
Docket#20250088 – WU, Sun Communities Financial LLC d/b/a Water Oak Utility

To Whom it may concern;

I am a current resident of Water Oak Country Club Estates, which is located in Lady Lake, FL, and owned and operated by Sun Communities. I received a letter 8 days ago that indicated that a huge increase to my water bill was being proposed. This information was provided by the Florida PSC, in a not so timely manner.

My understanding is that several items have caused this review:

1. That 17 general services have not been billed or identified
2. That approximately 250 bad water meters have been reported to administration with no resolution
3. Concerns regarding irrigation water usage and separation from residential water
4. The on-site US Water that appears to be onsite each day for testing

We as homeowners are looking for looking for details for water usage for home, common areas, and additional documentation to better understand how these rates can be determined and calculated.

These proposed rate increases are extremely high and I believe are not correct based on the information provided. I reject this proposed rate increase.

Sincerely,

Renee A Kroll

961 W Norman St

Lady Lake, FL, 32159