

**Nickalus Holmes**

**From:** Nickalus Holmes on behalf of Records Clerk  
**Sent:** Wednesday, January 21, 2026 8:22 AM  
**To:** 'Robert Atry'  
**Cc:** Consumer Contact  
**Subject:** RE: Formal Complaint regarding docket #20250088-WU, Sun Communities Financial LLC d/b/a Water Oak Utility

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:** Robert Atry <robert.atry@gmail.com>  
**Sent:** Tuesday, January 20, 2026 11:25 PM  
**To:** Records Clerk <CLERK@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.

To whom it may concern

The reason I am sending this email is to complain about the letter I received regarding the proposed water rate increase issued to 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 and are truly frightened that we may have to leave.

There are many meters in the Water Oak Community that have been broken and non-functional for a few years resulting in wrong determination of water usage and the amount that is billed to the homeowners. Sun Communities should have had these meters repaired but the meters are still broken and the amount of unaccounted usage is passed on to the residents who have new meters resulting in higher billing amounts.

Water quality is important (even though the water here is hard water and ruining our new 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 sewer 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