

Nickalus Holmes

From: Nickalus Holmes on behalf of Records Clerk
Sent: Wednesday, January 21, 2026 8:35 AM
To: 'Russ Hall'
Cc: Consumer Contact
Subject: RE: Docket No. 20250088-WU, Sun Communities Finance 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: Russ Hall <chiefhall@outlook.com>
Sent: Tuesday, January 20, 2026 8:44 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Fw: Docket No. 20250088-WU, Sun Communities Finance LLC d/b/a Water Oak Utility

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From: Russ Hall <chiefhall@outlook.com>
Sent: Tuesday, January 20, 2026 8:21 PM
To: clerk@psc.state.fl.us <clerk@psc.state.fl.us>
Subject: Docket No. 20250088-WU, Sun Communities Finance LLC d/b/a Water Oak Utility

Good evening. My name is Russell Hall. My wife Norma and I have lived in Water Oak since the spring of 2022. Our address is 624 Holly Circle, lot # 535.

We received the notification of the proposed water rate increase and after reading the notice are opposed to the amount of the increase. It is very confusing to follow the proposal, but the amount of the increase seems to be related to Water Oak not maintaining the utility over the years and now finding that there is too much water not accounted for. Why do we have water meters if the water isn't being accounted for accurately?

My wife and I usually travel from May through September each year. The first year (2022) that we were away, with all the water shut off to the house, we still had bills for water and sewer. I asked in the admin office when we returned in the fall but got no reason why we had water usage. I was told I should "look for water leaks".

I feel that these proposed rate increases should not be approved without further investigation and community involvement. The proposal we received a few days prior to the virtual meeting really does not seem like enough time to digest it all. There has also been no information from the admin office regarding this proposal. We have plenty of neighbors whose income is fixed and will find this increase tough to handle.

Thank you for the opportunity to provide some input to this process.

Russell Hall
624 Holly Circle