

From: Tristan Davis on behalf of Records Clerk
Sent: Wednesday, January 21, 2026 8:51 AM
To: 'Thomas Pagels'
Cc: Consumer Contact
Subject: RE: Docket# 20250088-WU 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!

Tristan Davis
Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6121

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From: Thomas Pagels <thomaspagels@yahoo.com>
Sent: Tuesday, January 20, 2026 6:12 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket# 20250088-WU Water Oak Utility

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To Whom It May Concern:

I have been a resident of Water Oak Country Club since December 2021.

I am writing to formally oppose the 700%+ proposed increase of our water/utility rates. A price increase of this magnitude is both outrageous and unreasonable especially to vulnerable seniors on a fixed income.

The October 2025 Audit had some very concerning findings of incomplete records, accounting irregularities, and inconsistent revenue reporting. To say that we, as customers have some trust issues, is an understatement. Sun Communities/Water Oak needs to be held accountable. Who are the "...17 general service customers..."? Why are they not billed? We should NOT be paying invoices for repairs, salaries, etc... these should all be covered by our land lease/lot rent. (also steadily increasing)

We request that only necessary and fully documented rates be approved for water that we "use".

Thank you.

