

From: Tristan Davis on behalf of Records Clerk
Sent: Wednesday, January 21, 2026 9:52 AM
To: 'Kathi Hanscom'
Cc: Consumer Contact
Subject: RE: Sun Communities/Water Oak Lady Lake, FL

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

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: Kathi Hanscom <khanscom51@gmail.com>
Sent: Wednesday, January 21, 2026 9:35 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Sun Communities/Water Oak Lady Lake, FL

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

RE: Docket No. 20250088-WU

Dear Committee Members

As a homeowner in the Water Oak Community, I am writing to implore you not to allow the proposed water rate increase.

This increase is unreasonable, and I strongly urge you to reconsider the impact it will have on the residents of our community. Sun Communities is trying to make up for costly poor-management ...on the backs of its residents and has NO remorse in doing so.

Time and time again residents; including myself have met with zero answers to real problems. They have "pat answers" and we are left with an oh well attitude.

Specifically, meter readings have been found to have been from the house next door - not yours. We turned off all water to our home for 2 months while away this summer. NO water to the house but showed usage of 300+gallons, 70 gallons, etc. They said maybe a leak,,,if that were the case, it would have shown steady usage.

They have gotten away with mismanagement, mistreatment for years.

If you allow this ridiculous increase we will have homeless people here. They are struggling as it is. Please please please do not let this corporate greed to continue.

Thank you for your time and for considering my concerns.

Respectfully submitted,

Kathileen Hanscom