

Antonia Hover

From: John Plescow
Sent: Wednesday, January 21, 2026 11:45 AM
To: Consumer Correspondence; Carlos Caro-Rora
Subject: FW: protest - #1493244C - #1493246C - #1493247C - #1493249C - #1493252C - #1493258C
Attachments: PSC Contact Form; NEW FAX: Staples , 1 page(s); E-Form Improper Billing TRACKING NUMBER: 214262; Untitled; E-Form Delay in Service TRACKING NUMBER: 214261; E-Form Other Complaints TRACKING NUMBER: 214259

Please, add to docket 20250088.

From: Carlos Caro-Rora <CCaro-Ro@psc.state.fl.us>
Sent: Wednesday, January 21, 2026 10:28 AM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: FW: protest - #1493244C - #1493246C - #1493247C - #1493249C - #1493252C - #1493258C

Hello John,

please forward emails to Clerk's office.

Thanks,

Carlos

Antonia Hover

From: Consumer Contact
Sent: Tuesday, January 20, 2026 9:03 PM
To: Consumer Contact; Faklkeller@gmail.com
Subject: PSC Contact Form

Contact from a Web user regarding - General Comment/Question

Contact Information:

Category: General Comment/Question

Name: Franklin Keller

Company:

Primary Phone: 5709771600

Secondary Phone:

Email Address: Faklkeller@gmail.com

Response requested? no

Comments:

Docket no. 20250088-WU The requested rate increase is too much at one time. If the increase is approved it should be done over a period of years. Water Oak is a 55+ community and most residents are retired. This increase is too much for those of us living on Social Security. Thank you

Antonia Hover

From: PSC Fax Server <fax@psc.state.fl.us>
Sent: Tuesday, January 20, 2026 6:07 PM
To: Consumer Contact
Subject: NEW FAX: Staples , 1 page(s)
Attachments: FAX.2026-01-20 18_05_38.tif

You Have Received a Fax!

Inbound Fax Details

Sent To	8504136362
Number of Pages	1
Sender CSID	Staples
Sender CallerID	
Total Seconds	57

© FaxBack Inc. All rights reserved.

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, January 20, 2026 10:27 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 214262

CUSTOMER INFORMATION

Name: Alan Volkmar
Telephone: 5409225673
Email: docagv4596@gmail.com
Address: 449 Watson Dr LADY LAKE FL 32159

BUSINESS INFORMATION

Business Account Name: Alan Volkmar
Account Number:
Address: 449 Watson Dr LADY LAKE FL 32159

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Improper Billing against Sun Communities Finance, LLC d/b/a Water Oak Utili
Details:

Water Oak (Sun Communities) is asking for a rate increase to cover poor management and maintenance issues. I in fact know of metering that has not been repaired for years and now they would like all the others to pay for the short falls. They (Sun) should suck it up their loss and manage their assets.

Application for Staff-Assisted Rate Case in Lake County by

Sun Communities Finance LLC d/b/a Water Oak Utility

DOCKET NO. 20250088-WU

Name WILLIAM & SUSAN NEES
Address 740 TREVINO DR, LAKE LARE, FL 32159

To submit your comments about this docket to the Florida Public Service Commission, please complete this comment form and return it by mail, or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CUSTOMER COMMENTS

We are writing to formally protest the proposed 40% increase in our water bill rate. We are homeowners in Lake County, Fla, a branch of Sun Communities & we find this proposed rate to be unjust, unconscionable & disproportionate to the cost of service. We requested this letter be counted as a formal, written objection to this increase. Provides for protest! And a financial burden. An increase of this magnitude is not sustainable as we are on a fixed income. Lack of justification: The company has not provided sufficient evidence that the infrastructure improvements or costs justify a 40% increase to our household. We request that the PSC thoroughly investigate the rate setting methodology of the Water Company & deny the excessive increase. Additionally, 32% of E&W not paid for 77 entities (LLC's) not paying their fair share for water. Water meters show varying rates - some as low as \$7/mo & upwards. We are opposed to this proposal. SUN Communities must get their general ledger & figures aligned.

Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such email or correspondence, upon request, for inspection and copying to any Florida citizen or any member of the media.

Before any adjustments can be analyzed.

Susan L. Nees

William O. Nees

SUSAN L. NEES

WILLIAM O. NEES

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, January 20, 2026 10:14 AM
To: Consumer Contact
Subject: E-Form Delay in Service TRACKING NUMBER: 214261

CUSTOMER INFORMATION

Name: Patricia Smith
Telephone: 2088181779
Email: marinemom49@gmail.com
Address: 443 Watson Drive Lady Lake FL 32159

BUSINESS INFORMATION

Business Account Name: Patricia Smith
Account Number:
Address: 443 Watson Drive Lady Lake FL 32159

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Delay in Service against Sun Communities Finance, LLC d/b/a Water Oak Utility
Details:

Proposed rate hike by Sun Communities - DOCKET NO: 2025008-WU

I am a resident of Water Oak County Club Estates, a Sun Communities Finance LLC d/b/a Water Oak Utility, located at 216 Magnolia Drive, Lady Lake, Florida.

My husband and I have lived here 6 years and are on a fixed income. I would like to address a letter we received from the Florida Public Service Commission last week regarding a proposed astronomically Utility (water) rate increases for the residents of our Estate. DOCKET NUMBER 20250088-WU.

This proposed increase is extremely unjustified, particularly given the long standing operational and infrastructure issues within our community. To my knowledge there are over 200 water meters in this community that have been broken or nonfunctioning for more than two years. Sun Communities is aware of these issues and has failed to repair or replace these meters, resulting in inaccurate water and sewage billing for a substantial number of residents.

Because these meters are not functioning properly, water and sewage usage for those home are not accurately measured or billed. I know for a fact that at least 3 people living on my block have not been billed for water in over a year. That's just on my block! As a result, the unaccounted-for usage is effectively being passed on to the rest of the community, unfairly penalizing homeowners who do have working meters and are paying their bill. **FIRST AND FOREMOST, FIX THE WATER METERS SO THAT THERE IS ACCURATE USAGE AND INCOME INFORMATION** on which to base a rate increase.

It is also noted that in a document numbered 15529-25 item 3 that the EUW rate was 32.3%, which is water not being accounted for or billed. This is an unacceptable amount of wasted, undocumented water. It should be no more than 10%.

It was also noted that Sun Community has stated that in addition to the residents' water usage, there are 17 general customers that use our water but they have failed to disclose who these customers are. In a previous Notice of Public Hearing document numbered 15529.25 item #6 it is noted that these 17 general service customers are not being billed. It was noted in our HOA residents meeting last evening that the Florida Public Service Commission has requested accounting information in the past from Sun Communities to justify previous utility increase requests and did not receive it. I believe that before a rate increase can be determined the FPSC along with the customers of Water Oaks Country Club Estates should demand a full accurate, audited itemized accounting of actual water used, income and expenses. We are not opposed to a reasonable Utility rate increase but 400 to 700% is just NOT ACCEPTABLE. Thank you for your consideration in this matter.

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, January 20, 2026 9:56 AM
To: Consumer Contact
Subject: E-Form Other Complaints TRACKING NUMBER: 214259

CUSTOMER INFORMATION

Name: Marie Miller
Telephone: 5184617283
Email: Eyameya@gmail.com
Address: 105 Willow Way Lady lake FL 32159

BUSINESS INFORMATION

Business Account Name: Marie miller
Account Number:
Address: 105 willow way Lady lake FL 32159

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Other Complaints against Sun Communities Finance, LLC d/b/a Water Oak Utili
Details:

To Whom It May Concern,

I am writing to formally protest the proposed 400 percent increase with our water/wastewater at Water Oak Country Club. Water Oak Country Club is owned by Sun Communities, a 55+ mobile home park. According to the expenses and revenue reports listed on their website, their investors revenue exceeds expenses by far. I find this proposed increase to be unjust, unconscionable, and disproportionate to the cost of service. Especially for those of us who are living on fixed incomes.

I request that this letter be counted as a formal, written objection to this increase.

Grounds for Protest:

Undue Financial Burden: An increase of this magnitude is not sustainable, and quite simply... elder abuse.

Lack of Justification: The company has not provided sufficient evidence that the infrastructure improvements or costs justify a 400 % increase to my household.

I request that the PSC thoroughly investigate the rate-setting methodology of the Water Company and deny this excessive increase. I also request a review of my billing history to verify the accuracy of the proposed amount.

Sincerely,
Allen and Marie Miller
105 Willow Way
Lady Lake, FL