



Florida Public Service Commission

RATE CASE OVERVIEW

JANUARY 2026

Application for staff-assisted rate case in Lake County by Water Oak Utility

DOCKET NO. 20250088 – WU

On June 23, 2025, Sun Communities Finance, LLC d/b/a Water Oak Utility (Water Oak) filed an application with the Florida Public Service Commission (Commission or FPSC) for a staff-assisted rate case. Water Oak provides water service to 1,265 residential and 17 general service customers in Lake County.

QUESTIONS & ANSWERS

1. Why is Water Oak requesting a rate increase?

Water Oak is requesting a rate increase to recover the cost of operating the Utility and allow the company an opportunity to earn a fair rate of return on its investment.

2. When was Water Oak's last approved rate case?

Rate base was established for Water Oak in 1993.

3. Is there an opportunity for public input on this rate case?

Yes. As part of the evaluation process of Water Oak's request, Commission staff will conduct a virtual customer meeting to allow feedback about Water Oak's quality of service and the rate setting process. Comments will be reviewed before the Commission reaches a decision. One or more Commissioners may attend and participate during the customer meeting.

Customers may register to speak at the customer meeting in one of the following ways: (1) register using the PSC's online registration form, which will be available at www.FloridaPSC.com, under the "Hot Topics" heading, (2) call the PSC at (850) 413-7080 or (3) email speakerssignup@psc.state.fl.us.

Registration will be available beginning January 7, 2026 at 9 a.m. EDT, and close at noon on January 20, 2026. Please note that the order in which customers will speak is based on the order in which they register. If you have questions about the sign-up process, please call (850) 413-7080. One day prior to the meeting, customers who signed up to speak will be provided further instructions from FPSC staff on how to participate.

All customers who register to present comments at the meeting are urged to call in promptly at the scheduled meeting time, because the meeting may be adjourned early if no customers are present.

Virtual Customer Meeting

Wednesday, January 21, 2026
10:00 a.m.

4. What if I cannot participate in the virtual customer meeting or prefer not to speak? Are there other ways to comment on this case?

Any interested person who wishes to comment or provide information to the Commission may:

- Email your comments to the Commission at clerk@psc.state.fl.us.
- Fill out and return, by US Mail, email, or online submission, the "Comment Card" attached to this Notice. For online submissions, the "Comment Card" is located under "Hot Topics" at www.floridapsc.com and is available starting January 7, 2026 at 9am.
- Submit written comments to the Commission Clerk at the address below.

Office of the Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Please be sure to include the docket number,
20250088 – WU.

* Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the FPSC, 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 FPSC to provide a copy of any such email or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

QUESTIONS & ANSWERS

Comments are placed on the correspondence side of the docket file. In accordance with Florida Statutes, the FPSC will also consider Water Oak's quality of service and other matters. If you have questions, contact the FPSC's Office of Consumer Assistance at (800) 342-3552.

5. Can I obtain more information online?

Detailed docket information is available on the FPSC website at www.FloridaPSC.com. Click on Clerk's Office then Dockets. Type in the docket number 20250088-WU.

6. How much is the current monthly water bill for a residential customer of Water Oak using 3,000 gallons?

The current monthly water bill for a residential customer of Water Oak using 3,000 gallons is \$8.95.

7. How much would the monthly water bill be for a residential customer of Water Oak using 3,000 gallons?

The monthly bill for a residential customer of Water Oak using 3,000 gallons at the proposed rate would be \$37.01.

8. Who can answer technical or legal questions?

For technical questions, contact:

Ailynee Ramirez-Abundez
Quality of Service and Engineering
(850) 413 - 6974

Matthew Sibley
Rates and Charges
(850) 413 - 6516

Joshua Cohn
Accounting
(850) 413 - 6068

For legal questions, contact:

Carlos Marquez
(850) 413 - 6212

9. Who provides legal representation for customers in utility related matters before the FPSC?

The Office of Public Counsel (OPC) was established by the Florida Legislature to advocate on behalf of you and the other utility customers before the Commission and other state and federal regulatory authorities. OPC is independent from the Commission, and accountable only to the people of the State of Florida through the Florida Legislature. You can reach OPC at (800) 342-0222 or www.floridaopc.gov.

10. When will the FPSC make a decision?

FPSC staff is scheduled to file a recommendation with the Commission on March 19, 2026. The Commissioners are expected to vote on the recommendation at the April 7, 2026 Commission Conference.

11. How can I follow the customer meeting and Commission Conference?

You can watch the customer meeting and Commission Conference live from the FPSC website at www.FloridaPSC.com. Look for the "Watch Live and Archived FPSC Events" icon on the left side of the webpage. An audio only option is available by dialing (850) 413-7999. If you are hearing or speech impaired, you may contact the FPSC by using the Florida Relay Service at (800) 955-8771 (TDD).

If cancelled, notice of customer meeting cancellation will be provided on the Commission's website, (www.FloridaPSC.com), under Hot Topics found on the home page.

Cancellation can also be confirmed by contacting the Office of General Counsel at (850) 413-6199.

FPSC Commissioners



COMMISSIONER
Bobby Payne



COMMISSIONER
Gary F. Clark



CHAIRMAN
Gabriella
Passidomo Smith



COMMISSIONER
Mike La Rosa



COMMISSIONER
Ana Ortega

Water Oak Monthly Water Rates

	Utility's Current Rates	Staff Recommended Rates
Residential and General Service		
Base Facility Charge by Meter Size		
5/8" X 3/4"	\$5.74	\$9.11
3/4"	\$8.61	\$13.67
1"	\$14.35	\$22.78
1 1/2"	\$28.70	\$45.55
2"	\$45.92	\$72.88
3"	\$91.84	\$145.76
4"	\$143.50	\$227.75
6"	\$287.00	\$455.50
Charge per 1,000 gallons – Residential Service		
0-3,000 gallons	\$1.07	\$9.30
3,001 - 6,000 gallons	\$1.11	\$13.95
Over 6,000 gallons	\$1.43	\$16.28
Charge per 1,000 gallons – General Service	\$1.17	\$9.77
Typical Residential 5/8" x 3/4" Meter Bill Comparison		
3,000 Gallons	\$8.95	\$37.01
6,000 Gallons	\$12.28	\$78.86
8,000 Gallons	\$15.14	\$111.42

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Application for staff-assisted rate case in Lake County by

Water Oak Utility

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Name _____

Address _____

To submit your comments about this docket to the Florida Public Service Commission, please complete this comment form and return it by mail, or scan and email to the Commission Clerk at clerk@psc.state.fl.us. Correspondence will be placed in the docket file.

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