

**From:** Antonia Hover on behalf of Records Clerk  
**Sent:** Thursday, January 15, 2026 1:33 PM  
**To:** 'Arlene Edelen'  
**Cc:** Consumer Contact  
**Subject:** RE: Docket No. 20250088-WU. Sun Communities Water Oak Utility

Good Afternoon,

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!

Toni Hover  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
Phone: (850) 413-6467

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-----Original Message-----

From: Arlene Edelen <arlene.edelen@gmail.com>  
Sent: Thursday, January 15, 2026 1:12 PM  
To: Records Clerk <CLERK@PSC.STATE.FL.US>  
Subject: Docket No. 20250088-WU. Sun Communities Water Oak Utility

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Good afternoon, my name is Arlene Edelen and I am a full time resident of Water Oak Estates in Lady Lake, Fl. I am writing today to voice my concerns on the above Docket No. This is a HUGE increase in our water rates that will impact my life in a very negative way. I am a widow, live by myself and my only source of income is my monthly Social Security Benefits.

Reading the letter all the residents have received leaves me/us with many questions.

I lived here for 11 years and once our water system was turned over to Lake County, there have been numerous unanswered questions from Sun Communities regarding how the water is allocated to each household. If you could please respond to the following issues/ questions I have would be greatly appreciated.

1. What does it mean when the letter states "Water Oak Utility's application for a staff-assisted rate case in Lake County". What is staff-assisted rate case?
2. The water usage each household is paying, how is this determined? I received a water bill last year and the payment was zero. I called our office and asked them what my bill was and was told they had no way of telling me what my bill

was. I have been told that Lake County water sends a print out of the total amount of the water usage is. Then an employee just divides this amount to each household based on what their previous rate was.

3. How and who is paying for the water used within our community to water the golf course, restaurant, administration and sales office, softball field, restrooms, common areas, etc.?

4. During the last few years we have had many broken water pipes or leaks which were on Water Oaks property (roads). This has resulted in major amounts of water just overflowing in the street/yards. Who and how was this water billed and paid?

5. Does someone come and read our meters? How is it determined what is water usage verses sewer usage?

6. If Sun Communities could put in layman's terms on this increase would be fabulous. They list residential and general services. What are general services? What are the different meter sizes listed for, what do they go to? They also say this is water service to 1,265 residential customers and 17 general service customers in Lake County. Who are these 17 general service customers? Are the residents now being penalized by Sun Communities for them not factoring in future improvements to the community.

Please I beg of you to DENY Sun Communities this rate increase. We already get a yearly rate increase in our lot rent and pass on fees. I have yet been told what our lot rent and pass on fees are used for. Would be nice if Sun Communities would provide a complete breakdown of where monies are going too.

With this proposal for another increase on what the residents are now paying, I am afraid I am going to be pushed out of this community and have to sell. There are already too many homes here up for sale, people just can't afford to live here.

Thank you for your consideration in hopes my comments and many more I am sure you have received will result in a DENIAL.

Arlene Edelen  
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Lady Lake, Fl. 32159  
202-302-0075