

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Friday, January 16, 2026 8:06 AM
To: 'Audrey Lubnow'
Cc: Consumer Contact
Subject: RE: Public Comment – Docket No. 20250088-WU – Sun Communities Finance LLC d/b/a 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: Audrey Lubnow <audrey.lubnow@gmail.com>
Sent: Thursday, January 15, 2026 11:49 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Public Comment – Docket No. 20250088-WU – Sun Communities Finance LLC d/b/a Water Oak Utility

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We are Water Oaks residents and customers of Water Oak Utility. We urge the Commission to apply strict scrutiny to all costs in Docket No. 20250088-WU before approving any significant rate increase.

The October 7, 2025 audit identified incomplete records, unsupported plant entries, depreciation inconsistencies, and revenue reporting issues. As a result, any unsupported, affiliate-related, improperly capitalized, or non ‘used and useful’ costs—meaning costs that do not directly and currently provide safe drinking water to residents—should be fully disallowed.

During our eight years living in Water Oaks full-time, we have experienced repeated water line breaks and boil-water notices at least twice per year. Customers should not be required to pay for years of deferred maintenance and system neglect in a single rate shock.

We are also concerned that existing residential customers may be subsidizing golf course irrigation, community expansion with a 267-lot development, and new amenities such as the third pool now under construction. In addition, we request that the Commission ensure that water usage for common areas such as the clubhouse grounds, softball field, road medians, and other shared landscaped areas is properly allocated and not double-recovered through residential water rates. These areas are already funded through residents' lot rent and community fees and should not be charged again as individual utility expense.

Further, the golf course is open to the public and generates outside revenue. Any irrigation or operating costs associated with the golf course should be fully offset by non-resident usage and should not be shifted onto residential water customers.

Water Oaks is a 55-plus community, and many residents are on fixed incomes. A multi-hundred-percent increase in an essential service is financially destabilizing. We respectfully request that only strictly prudent, necessary, and fully documented costs be included in any approved rates.

Respectfully,

Audrey & Alan Lubnow
107 Magnolia Dr.
Lady Lake, FL 32159