

Nickalus Holmes

CORRESPONDENCE
1/16/2026
DOCUMENT NO. 00264-2026

From: noreply@psc.state.fl.us
Sent: Friday, January 16, 2026 02:42 PM
To: mamag76@aol.com
CC: Consumer Contact
Subject: Docket Number - 20250088-WS

Good Afternoon, Brent Garnett,

We will be placing your comments below in docket correspondence in Docket No. 20250088-WS, and forwarding them to the Office of Consumer Assistance.

Sincerely,

Nickalus Holmes
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
850-413-6770

PLEASE NOTE: Florida has a very broad public record 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 comments may be subject to public disclosure.

From: mamag76@aol.com
Sent: Friday, January 16, 2026 01:21 PM
To: Florida Public Service Commission
Subject: Docket Number - 20250088-WS

Description:

Customer Comment Id: 23

Are you a customer of Sun Communities Finance, LLC d/b/a Water Oak Utility: Y

Name: Brent Garnett

Phone: 4103204575

Email: mamag76@aol.com

Address: 726 Trevino Dr, Lady Lake, , FL 32159

Submit Date: Friday, January 16, 2026 01:21 PM

Comment: January 16, 2026

Florida Public Service Commission

RE: Docket No. 20250088-WU

We are residents of Water Oak Country Club Estates and have received written notification on January 13, 2026 via U. S. Mail regarding the customer meeting of Sun Communities Finance, LLC DBA Water Oak Utility to be held January 21, 2026 at 10:00 A.M.

At first reading by myself and others, an initial emotional response was sheer outrage. This, in turn, warranted further examination and research.

First, We are simply retired seniors living in manufactured homes in a 55 and over community, mostly on fixed incomes. We have relocated from many states and different lifestyles to live out our final months and years in a community that provides us with security, comfort and amenities.

We were shocked to receive a notification informing us of a potential rate increase for our water usage. As reasonable and sensible people we would not object to a business making a reasonable and sensible profit. However, trying to recoup lost revenue without adequate documentation to substantiate an exorbitant increase is unconscionable for any consumer, let alone our senior community.

My husband and I are 73 years old. We've resided in Water Oak Country Club Estates since April 2023. We chose this community to be our final residence. Most residents are of like minds. We believed we chose a community that was managed well, helpful, honest and operating with integrity.

Whereas, we understand the Water Oak management and staff are noticeably operating on the direction of Sun Properties in Michigan, we are hugely dissatisfied with the means and method of which this process has been handled.

The questions I have been unable to find answers to are the following:

How is the \$167,564 in revenue calculated? Is there a spreadsheet showing the receivables of each lot? How was this number reached?

How are the expenses calculated?

How can we be sure the water expenses collected are accurately reported?

How is the water in public areas, pools, sports area, golf course, etc. calculated and recorded? Is there a separate GL?

How can Water Oak Utility, subsidiary of Sun Properties with a clear conscience increase a senior water rate by 800+%. (i.e. 0.00107 to 0.00930)

****On a side note, in true transparency, seniors use less water as they age - there is less showering, less cooking, less laundry****

Thank you for taking the time to read my comments and concerns. I pray for a conscience of the Commission that would thwart such a request.

Sincerely,

Brent and Judith Garnett

726 Trevino Dr. Lady Lake, FL 32159