

**From:** Tristan Davis on behalf of Records Clerk  
**Sent:** Tuesday, January 20, 2026 8:07 AM  
**To:** 'Tina Collins'  
**Cc:** Consumer Contact  
**Subject:** RE: Docket No. 20250088-WU – 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:** Tina Collins <tcollins4105@gmail.com>  
**Sent:** Sunday, January 18, 2026 10:01 AM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** Docket No. 20250088-WU – Water Oak Utility

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Dear Commissioners,

I am a homeowner and customer of Water Oak Utility in Lake County, Florida, and I am writing to formally object to the preliminary staff recommendation approving a 182.55% increase in water rates under Docket No. 20250088-WU.

While I understand the Commission's responsibility to ensure utilities can recover reasonable costs, this proposed increase is extreme, inequitable, and places an undue burden on Water Oak homeowners. A rate increase of this magnitude—nearly tripling annual revenues—is not reasonable for a residential community, particularly when the utility has been found to lose over 32% of its water through excessive unaccounted-for water.

The staff report identifies 32.3% excessive unaccounted-for water, more than three times the level typically considered acceptable. Despite this, customers are being asked to fully fund the revenue increase without any enforceable requirement that the utility first address these losses. As a homeowner, it is deeply concerning to be asked to pay substantially higher bills while inefficiencies and water loss remain unresolved.

Additionally, the proposed rate structure increases fixed base facility charges significantly. This disproportionately harms homeowners who conserve water, seasonal residents, seniors, and fixed-income customers by limiting their ability to manage costs through reduced usage.

I am also concerned that staff has recommended denying any phase-in of these rates. Implementing the full increase immediately, rather than gradually, will cause financial shock to many households in our community.

I respectfully request that the Commission:

- Reject or substantially reduce the proposed rate increase;
- Require meaningful corrective action on excessive unaccounted-for water before approving any increase of this magnitude;
- Reconsider the heavy reliance on increased fixed charges; and
- At a minimum, require a phased implementation to mitigate the impact on homeowners.

Thank you for the opportunity to provide comments in this matter. I appreciate the Commission's consideration of the real and immediate impact this proposal would have on Water Oak residents.

Sincerely,  
Tina Collins  
Water Oak Homeowner