

From: Tristan Davis on behalf of Records Clerk
Sent: Tuesday, January 20, 2026 9:28 AM
To: 'Marcia Smith'
Cc: Consumer Contact
Subject: RE: Formal Complaint: Docket#20250088WU

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: Marcia Smith <marcy1158@yahoo.com>
Sent: Tuesday, January 20, 2026 9:27 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Formal Complaint: Docket#20250088WU

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RE: Formal Complaint: Docket #20250088-WU, Sun Communities Financial LLC d/b/a Water Oak Utility

Dear PSC,

I am writing to formally submit a complaint regarding the proposed water rate increase for the Water Oak community under Docket #20250088-WU, managed by Sun Communities Financial LLC d/b/a Water Oak Utility.

I feel this proposed increase is unjustified, given the long standing operational and infrastructure issues within our community. It has been noted by our HOA that over 250 water meters in our community have been broken or nonfunctional for more than two

years. Sun Communities has failed to repair or replace these meters, resulting in inaccurate water and sewage billing for a substantial number of residents.

In addition, two water main breaks have occurred on East and West Pine Streets in just the past 4 days! How is this water loss accounted for?

Due to these malfunctioning or broken meters, water and sewage usage for those home are not being accurately measured or billed. As a result, the unaccounted for usage is effectively being passed on to the rest of the community. Residents who have working meters and are paying their fair share are penalized.

Irrigation water and home usage water should be separated and only home usage should only be tied to the sewage charges. I am not sure how to accomplish this, but it has been a topic of discussion.

We live near the new pool complex and have seen a geyser from a water main break during construction. Also, having to empty the new pool and then refill it due to a failed inspection. How did this occur and how was the water accounted for? I am assuming common area usage is charged to Sun Communities?

The short notice on rate increase is totally unacceptable. Water bills are for two past months usage and residents have no alert they may have a leak or jump in usage, until well after the fact when their bill arrives. Is there not or can a software alert be built into the billing system? Our Water Oak residents Facebook page has had multiple posts on surprise water bill amounts.

Thank you for allowing me to express my thoughts, concerns and questions along with my fellow Water Oak residents.

Sincerely,

Marcia & Dale Smith
Water Oak Lot #2601