

Nickalus Holmes

From: noreply@psc.state.fl.us
Sent: Tuesday, January 20, 2026 08:50 AM
To: maryj.kelly@comcast.net
CC: Consumer Contact
Subject: Docket Number - 20250088-WS

Good Morning, Mary Kelly,

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: maryj.kelly@comcast.net
Sent: Sunday, January 18, 2026 03:31 PM
To: Florida Public Service Commission
Subject: Docket Number - 20250088-WS

Description:

Customer Comment Id: 25

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

Name: Mary Kelly

Phone: 8159731822

Email: maryj.kelly@comcast.net

Address: 440 WATSON DR, Lady Lake, Lake, FL 32159

Submit Date: Sunday, January 18, 2026 03:31 PM

Comment: First and foremost, it is the responsibility of Sun/Water Oak to provide accurate water bills that are generated from regular and accurate meter readings. That responsibility is sorely lacking.

My home was purchased, new, in September of 2019. The first malfunction of the water meter was February of 2020 and continued until some point in April of 2020. The next malfunction was October of 2020. While I am not certain, I believe the new meters were installed around that same time. All was well, until August of 2022, at which time the meter stopped working until April of 2023. It stopped working again in September of 2023 for two months.

April of 2025, I received a bill that was twice as much as my usual bill, stating 18,980 gallons of usage, the highest usage in the 6 plus years I have lived here. I called the admin office and was told that the bill was based on the transmissions and while there may have been a "glitch", I was responsible for paying the bill (which of course, I did). The following month, my usage was more in line with my usual bills.

I received a bill in September 23, 2025 for usage through October 2, 2025. I called the admin office asking why it was for a partial month and was told my meter didn't send any transmissions beyond October 2nd. Once again, the meter stopped working and to the best of my knowledge, still isn't functioning. There has been one exception to the daily transmissions; per the admin office, an enormous number was transmitted on December 26, 2025, perhaps a "glitch". A maintenance request was generated to check the meter, however, I will be billed an average for the December glitch. It is unclear what that average is based on.

To date, my meter has not functioned at all for roughly 15 months in the 6 years I have lived here. I know for a fact that others have experienced similar situations. While I am not an accountant, common sense would indicate that the revenue of \$179,227 would be higher if all residents in Water Oak had functioning water meters all of the time.

Raising rates to the astronomical amounts proposed certainly doesn't guarantee correct billing. I have absolutely zero confidence in meter reads and billing and I doubt I stand alone.

Thank you.