

From: Tristan Davis on behalf of Records Clerk
Sent: Tuesday, January 20, 2026 8:31 AM
To: 'Janis Clayton'
Cc: Consumer Contact
Subject: RE: Docket #20250088-WU

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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-----Original Message-----

From: Janis Clayton <janisclayton55@gmail.com>
Sent: Tuesday, January 20, 2026 5:51 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket #20250088-WU

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It's my understanding the purpose of this meeting is to give customers an opportunity to comment on the quality of service the utility provides and on the preliminary rates.

The PSC has failed the residents of Water Oak. The PSC was charged with adjusting rates affordably and minimizing costs passed to consumers. However, without the inclusion of important requested materials, you still propose a new rate? The audit exposed missing documents, out of date mailing addresses, clerical errors, vague excuses, absence of competitive bidding, excessive unaccounted for water, etc. — all evidence of a poorly managed utility.

Utility managers are expected to know their property well enough to understand their typical monthly water usage, notice unusual changes in usage data, and respond accordingly. The info they receive show each residents usage by day, month, or year. Ask for copies of that. Then ask for their documentation of how they responded.

Residents usually are aware of any water leaks first so they report them to the manager. It's unacceptable for any leak to be reported on a Friday and not be repaired until Monday. Ask to see their Water Line Repair Log.

We may meet the requirements of a small utility but we have a giant successful parent company that residents fund through our ever increasing lot rents. That's how you cover the shortage. Otherwise, you are asking for us to pay for it twice. Shame on you and Water Oak.

The rules state that upon finding of good cause, including inadequate service, the commission may order a utility to refrain from implementing an increase — which is what I am suggesting.

Thank you for your time.

Janis Scott
622 Hickory Hill
Lady Lake, FL. 32159
502-314-0548

Sent from my iPad