

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Tuesday, January 20, 2026 8:30 AM
To: 'Karlene Sorensen'
Cc: Consumer Contact
Subject: RE: DOCKET NO. 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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From: Karlene Sorensen <karlene_sorensen@yahoo.com>
Sent: Tuesday, January 20, 2026 1:15 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: DOCKET NO. 20250088-WU

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Attention: Office of the Commission Clerk

I currently reside at Water Oaks Country Club Estates. Within the past week received notification of upcoming hearing to address the request by Sun Communities to increase water rates of the community. I am expressing concern regarding the proposed rate hike which would change my monthly rate and add a potential increase of up to 400% times my current rate based on basic information given.

I understand Water Oaks has indicated that in 2024 they were in a deficit and are now looking to increase my costs to compensate for that loss. The members of the community shared that owners have experienced fluctuating bills without explanation, mal-functioning water meters, improper installation of water meters. It was not explained how the meters are read or monitored.

I also understand WaterOaks did not provided all requested information to the Commission, and owners also are not aware of what the 17 general service customers are that they provide services to.

My questions are?? How can you have a 175,000 dollar deficit and not explain why, where did that Water go?? Are the owners paying for new water system in the new addition?? Are owners paying for the water bill of public areas in the Community?? Are we paying for the cost of water main breaks which are occurring regularly??

Are the water meters of good quality?? Does the Community do any live readings of the meters??

I am a retired person on fixed income and to get a five percent rate increase each year, plus additional rate increases for county services and now potentially a 400% water rate, increase is hard to swallow.

Sun Communities just spent a pretty penny in remodel of the community restraurant that took several months, those monies could have been put in a pot to cover needed cost increase of the water services.

Could you handle a 400% increase in your water bill?? I'm thinking not without serious consideration.

I do not have a long history at Water Oaks, but I see ways that savings could happen to offset this water increase, has Sun Communities looked at other ways to save monies and put that toward the deficit.

Thank you for your time.

Sincerely,

Karlene Sorensen

Concerned Resident of Water Oaks

Sent from my Verizon, Samsung Galaxy smartphone

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