

**Antonia Hover**

**From:** Antonia Hover on behalf of Records Clerk  
**Sent:** Tuesday, January 20, 2026 8:38 AM  
**To:** 'josie ramos'  
**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!

*Toni Hover*  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
Phone: (850) 413-6467

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**From:** josie ramos <joram102@msn.com>  
**Sent:** Tuesday, January 20, 2026 6:25 AM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** Fw: Docket 20250088-WU

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**From:** josie ramos <[joram102@msn.com](mailto:joram102@msn.com)>  
**Sent:** Monday, January 19, 2026 7:01 PM  
**To:** [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us) <[contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)>  
**Subject:** Docket 20250088-WU

To FL Public Service Commission:

We are residential customers of **Water Oak Utility** and submit this comment for inclusion in the official record for **Docket No. 20250088-WU**.

We oppose the proposed rate increase requested by Sun Communities Finance LLC d/b/a Water Oak Utility.

Customers are being asked to pay higher rates despite ongoing service concerns, including:

- Frequent fluctuations in water pressure
- Intermittent service interruptions
- Delays and difficulty obtaining clear customer service responses
- Ongoing concerns regarding system reliability
- Billing increases without corresponding, visible service improvements

We should not be required to absorb excessive or poorly justified expenses, particularly when service quality issues persist.

Customers should not be responsible for covering corporate or administrative costs that do not directly improve water quality, infrastructure, or reliability.

Additionally, the Utility's wastewater certificate was cancelled on March 12, 2020. Customers are now paying increased costs for water service alone, making affordability an even greater concern—especially for residents on fixed or limited incomes.

Thank you for the opportunity to provide public comment.

Sincerely,

Wilfredo & Josephine Ramos  
Water Oak Utility Customer  
**Lady Lake, FL 32159**

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