

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

PLEASE NOTE: Florida has a very broad public records 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 email message may be subject to public disclosure.

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

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

From: josie ramos <joram102@msn.com>
Sent: Monday, January 19, 2026 7:01 PM
To: contact@psc.state.fl.us <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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