

Nickalus Holmes

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

Good Morning, Karen Wilson,

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: karenlynwilson@gmail.com
Sent: Monday, January 19, 2026 10:11 PM
To: Florida Public Service Commission
Subject: Docket Number - 20250088-WS

Description:

Customer Comment Id: 50

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

Name: Karen Wilson

Phone: 8457749960

Email: karenlynwilson@gmail.com

Address: 806 Sutton Street, Lady Lake, Lake, FL 32159

Submit Date: Monday, January 19, 2026 10:11 PM

Comment: I am writing to express my concerns and outrage about the proposed 400% increase to our water rates. My husband and I have lived at Water Oak for 6 years. Water Oak is owned by Sun Communities. The proposed increase is outrageously high, and I vehemently object to it for the following reasons: 1. Undo hardship - my husband and I, as are most residents of this 55+ community, are on a fixed income of social security. SS only had a 2.8% increase for 2026, most of which covered the medicare increase. 2. a 400 % increase is unreasonably high for anyone. It would put us way over the amount that other Lady Lake residents pay. 3. I question the math used to determine these numbers. I know for a fact that many of the water meters on the property do not function properly. Our personal water bill was the exact same amount, to the penny, for several months. I knew this couldn't be correct, so I notified the office and put in a work order. Maintenance informed me that my meter wasn't working and had to be changed, and that this was a common problem. I then had to pay the difference, which they would not have known about had I not reported it. In addition, I understand that several areas are not paying for water, and question if there is a billing problem or if these are common areas that are the responsibility of Sun Communities.

I request that the PSC thoroughly investigate this proposed increase, and deny the request.

Thank you for your attention to this matter.

Sincerely,

Karen Wilson

1/19/26