

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Tuesday, January 20, 2026 8:22 AM
To: 'Dan Shaffer'
Cc: Consumer Contact
Subject: RE: Docket NO.20250088-WU,Sun Communities's Finance LLC d/b/a "Water Oak Utility"

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: Dan Shaffer <danb1973@gmail.com>
Sent: Tuesday, January 20, 2026 8:17 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket NO.20250088-WU,Sun Communities's Finance LLC d/b/a "Water Oak Utility"

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As a resident Lot 2515

I am writing to ask you to consider our position and feel this is an unfair request without full disclosure based on the following points.

1. They are billed and then rebill sewer and then bill use at an unprovide amount and could upcharge on full potable water use when half of our wate is irrigation and doesn't even use the sewer.
2. Undisclosed 17 facilities that are not being explained
3. Many complaints of faulty meters
- 4, I have seen broken sprinklers go unrepaired on WaterOak /Sun Community property
5. Infrastructure broken lines that are addressed slowly that add to additional water use.
6. Excessive use of water to clean golf carts at the golf course (But we're told is a Public course owned by others and not a Sun Homes Community Property by the Golf Pro) but they use our wells and water System , as well as irrigation that runs at untimely and recommended times so maintenance can control them and leave so

they are not unattended , (this may or may not be on our system) but all of water oaks wells can be used to supply each other incase of a break down and we don't know which they are using.

7 Speaking of water oaks wells ! They are on their property and they own them . Their cost is maintenance, they are not purchasing water from another utility .

8. There is also much water waste in their new construction areas that affect the total use and cost that they will reap the benefits that I feel they are trying to get us to support and cover.

Thank you for your time in advance.

Dan Shaffer

731 Sutton Street

lot 2515

Lady Lake FL32159