

From: Tristan Davis on behalf of Records Clerk
Sent: Tuesday, January 20, 2026 8:16 AM
To: 'Robin Reese'
Cc: Consumer Contact
Subject: RE: Florida Public Service Commission Proposed Rate Increase of the Water 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!

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: Robin Reese <rjrsk@comcast.net>
Sent: Monday, January 19, 2026 5:50 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Florida Public Service Commission Proposed Rate Increase of the Water Utility

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Docket No. 20250088-WU

I have read the proposal re: the preliminary increase in the water utility rates for Water Oak Country Club Estates.

Here are my comments:

- 1) I do not like the proposal prices. Some are more than doubled, for example, the lowest gallon usage from \$1.07 current rate to \$9.30 recommended rate? The residential and general service rates are too high, also.
- 2) Residents in this community are on fixed incomes and just can't afford these high rates.
- 3) The health care is also increasing this year. Some plans may double in premiums, or more.
- 4) Since the water meters were recently replaced (maybe 2 years ago) with the cheapest meters (so that Water Oak could bid cheap), I believe that the meters are malfunctioning because the readings

seem to be inaccurate. The monthly water bill is different at times when the same amount of water has been used. I think all the resident's water meters should checked periodically.

5) All of the resident's should have a monthly, or an annual statement showing how the water usage is used and each cost itemized. For instance, water treatments, and sprinkler water usage supplied by the water utility. The financial documents should be shared with the residents, or are you trying to hide something?

6) Does this increase have anything to do with the increase in usage due to the homes that have been sold in the Water Oak community?

7) Does the proposed rate increase include any and all infrastructure upgrades, current and future?

8) There have been several leaking and burst water pipes in this community. Seems like a qualified engineer should check these pipes regularly to avoid costly problems in the future

9) There was a rate increase in the sewer rate on Oct. 1, 2025. Is this also being considered for another rate increase?

10) Is this rate increase to recover the cost of operating the utility to allow the water company, or maybe even Sun Communities to earn a higher rate of return on its investment? If so, shame on all of you!!

These are my comments. I am not happy with the proposal increase at all. Some residents have already moved out of the community due to higher costs like the rent and the water bill. We are not made of money. Why don't you give us a break and not be so greedy.

Sincerely,

Nancy Huber and Robin Reese

(co-owners)

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Lady Lake, FL 32159

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