

Nickalus Holmes

From: Nickalus Holmes on behalf of Records Clerk
Sent: Tuesday, January 20, 2026 12:18 PM
To: 'Laura Winter'
Cc: Consumer Contact
Subject: RE: Docket # 20250088-WU

Good afternoon

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,
Nick Holmes
Commission Deputy Clerk II
Office of Commission Clerk
Florida Public Service Commission
850-413-6770

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: Laura Winter <laura2838@outlook.com>
Sent: Tuesday, January 20, 2026 11:34 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket # 20250088-WU

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

I am a resident of Water Oak Country Club in Lady Lake. I wish to address the proposed water rate hike. Like all my neighbors I am on a fixed income which had an increase of less than 3% this year so needless to say a rate hike of this degree would greatly affect my finances.

My other issue with this hike request is the information I have discovered regarding the accounting of our water utility. They have over 30% water usage unaccounted for. There are also 17 General service customers who are not paying. Shortage in their budget sounds like accounting errors on their part. We as customers should not be penalized for their shabby, or criminal, accounting practices.

I would like to see the Utility Commission further investigate these uncommon accounting practices before granting ANY rate hike and even then certainly not a hike of this magnitude.

Thank you for your time,
Laura Winter