

Nickalus Holmes

From: Nickalus Holmes on behalf of Records Clerk
Sent: Monday, January 26, 2026 11:15 AM
To: 'Mary Hopple'
Cc: Consumer Contact
Subject: RE: Docket No. 20250094-WS, GCP Plantation Landings, LLC

Good Morning

We will be placing your comments below in consumer correspondence in Docket No. 20250094, 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

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From: Mary Hopple <mahop293@comcast.net>
Sent: Monday, January 26, 2026 10:52 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket No. 20250094-WS, GCP Plantation Landings, LLC

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Florida Public Service Commission members, Docket No. 20250094-WS, GCP Plantation Landings, LLC

Respectfully, as I write to you, the Commission members, we are without water from 9am to ??

“a few hours.” These water outages are becoming more frequent, there was one just last month. Another resident tells me 8 in 2 years. In addition, over the holidays, there was a stench of sewer by the lake where a small bridge covers conduit from the drainage ponds to the lake. The smell intensified over the next couple weeks. Now, there has been a generator running, for a week, at the sewage pump in that same area where the stench was so strong. SUN knew the water and sewer facilities at The Landings at Lake Henry (Plantation Landings) was old and dilapidated as at a meeting with SUN Regional director, when

questioned about replacing both facilities, we, the residents were told, it was too costly. Yet, other amenities, the Clubhouse, pool, bocce/shuffleboard courts received major renovations and a 2 new pickleball courts were installed. The renovations are beautiful, I'm not disputing that but as a homeowner sometimes you have to start with infrastructure that definitely needs replaced before putting the shiny new amenities in place.

As far as taste, the water, in my opinion is undrinkable, most of the residents have filters or buy bottled water. I acknowledge SUN does water testing every year, we get a copy, the usual heavy metal, radiation testing. The very first year we purchased our home here, I did a load of clothes, everything in the washer was bleached, as if I added chlorox to the tub. I saved some water to test it, sterilized a container and added water from the sink faucet, sealed it, pool test strips registered as high as the pH would read, I purchased a water testing kit, the pH registered 14 on the pH scale. I took the water to a local pool company, he tested it and said the pH is far too high, the look on his face when I told him it was tap water, said it all, he was shocked. I contacted SUN manger in our Park, as my clothing was ruined, she said we don't normally reimburse for clothing, yet, my request was sent to corporate only to get a call from one of SUN's corporate Paralegals stating that they don't reimburse for things like this, I argued the point, SUN relented. A few weeks later I receive a call from the same Paralegal, I had paperwork to sign before they would send me a check, when the paperwork arrived, it was a gag order, is guess that's what it could be called. The only way I could get my check was to sign that I would never speak about this incidence again, which it didn't sign, I told them to keep the check.

I have a question, is this increase going towards replacement of the water and sewer facilities? The water system is well water with a pump and holding tank, and a chlorine pump, it seems that maybe the \$17,380 loss for water could largely be repairs for a failing system, though I acknowledge prices for chlorine and electricity have risen as well. Or is SUN just going continue with the same old band-aid repairs. The increases seem high considering the profit increases for SUN year over year. I'm adding a chart from

https://www.macrotrends.net/stocks/charts/SUI/sun-communities/revenue#google_vignette. Sun Communities annual/quarterly revenue history and growth rate from 2012 to 2025. Revenue can be defined as the amount of money a company receives from its customers in exchange for the

sales of goods or services. Revenue is the top line item on an income statement from which all costs and expenses are subtracted to arrive at net income.

- Sun Communities revenue for the quarter ending September 30, 2025 was **\$0.697B**, a **2.47% increase** year-over-year.
- Sun Communities revenue for the twelve months ending September 30, 2025 was **\$3.266B**, a **32.09% increase** year-over-year.
- Sun Communities annual revenue for 2024 was **\$3.221B**, a **0.11% decline** from 2023.
- Sun Communities annual revenue for 2023 was **\$3.225B**, a **8.58% increase** from 2022.
- Sun Communities annual revenue for 2022 was **\$2.97B**, a **30.67% increase** from 2021.

The biggest point I have to make is that The Landings at Lake Henry 55+ park is not one of SUN's premier parks. Many of the residents who live here are barely able to feed themselves as they are low income. The rent is based on CPI and has risen dramatically from 2020. An increase this high will be a hardship on many. Please consider denying this increase or suggest asking SUN to complete upgrades.

Mary Hopple
399 Maple Crest Drive
Haines City, FL 33844
Sent from my iPad