

Tristan Davis

From: John Plescow
Sent: Tuesday, January 27, 2026 4:09 PM
To: Consumer Correspondence; Consina Griffin-Greux
Subject: FW: protest - send to john
Attachments: Sun Communities Finance LLC d/b/a Water Oak Utility ; DOCKET NO. 20250088-WU
SUN COMMUNITIES FINANCE LLC d/b/a Water Oak Utility; PSC Contact Form; Proposed Water Rate Increase Under Docket No. 20250088-WU

Please, add to docket 20250088.

From: Jean Mclean-Sinatra <jmcleans@psc.state.fl.us>
Sent: Tuesday, January 27, 2026 1:26 PM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: FW: protest - send to john

From: Consina Griffin-Greux <CGriffin@psc.state.fl.us>
Sent: Tuesday, January 27, 2026 10:49 AM
To: Jean Mclean-Sinatra <jmcleans@psc.state.fl.us>
Subject: protest - send to john

WS755
PR68

Tristan Davis

From: HELEN Wells <hwells3131@hotmail.com>
Sent: Monday, January 19, 2026 9:02 PM
To: Consumer Contact
Subject: Sun Communities Finance LLC d/b/a Water Oak Utility

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

Re: Sun Communities Finance LLC, d/b/a Water Oak Utility

Docket No. 20250088-WU

January 21, 2026 at 10:00

I object to Sun Communities' request to increase water charges, especially following a recent rent increase. Most residents are retirees on fixed incomes and cannot afford additional costs.

Residents should not be charged for water used by community facilities such as clubhouses and pools. That water should be separately metered and paid for by Sun Communities. In addition, residents should have properly functioning, accurate water meters so we are billed only for the water we actually use.

Helen Wells
827 E Norman St
Lady Lake, Florida

Tristan Davis

From: Diane Berger <imdianelynn@netscape.net>
Sent: Monday, January 19, 2026 7:36 PM
To: Consumer Contact
Subject: DOCKET NO. 20250088-WU SUN COMMUNITIES FINANCE LLC d/b/a Water Oak Utility

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

Subject: WATER UTILITY
DOCKET NO. 20250088-WU
SUN COMMUNITIES FINANCE LLC d/b/a Water Oak Utility

We respectfully disagree with the rate hikes suggested for Water Oak Country Club Estates in Lady Lake FL. In reading the "Objectives and Procedures" section of the Public Service Commission Auditors Report (October 7, 2025), we noted that this is a "class C utility providing service to 1371 residential customers and 18 GENERAL SERVICE CUSTOMERS." Can anyone tell us exactly "who" it is that constitutes "18 general service customers?" Further, how does this impact the residential customers vs general service customers? It is our understanding that we have our own well here, and the water is billed separately from the sewer charges. The sewer charges have always seemed way out of line in relation to the amount of water used. We have in the past, questioned this, and have received a variety of convoluted answers and calculations, all of which seem to revolve around "someone's" creative math. I was in banking for a solid portion of my career. I like to deal in actual numbers and percentages, none of which have been presented to reconcile these charges. IF the proposed rate hike is as outrageous as it seems on paper, I don't know how Sun Communities can expect to retain their "land renters" since they are seeming to want to clear the place out with ridiculous fees. This is an elderly demographic, many of whom rely on Social Security as their primary source of income. The amount of money needed to insure one of these homes is ridiculous, and electric utilities are increasingly outrageous as well (never mind what it costs in this area for groceries and gas -basic necessities.) Now, I understand that rates do increase for everything everywhere, but when you start charging ridiculous amounts of money for water that doesn't even go down a sewer (such as any used outside to water lawns, plants, pressure washing homes and driveways,) does anyone really believe that Water Oak won't turn into anything but a nasty dump of a trailer park since people aren't going to be willing to take care of anything except INSIDE their walls? We are asking for a clear and concise accounting of our individual lot water and sewer expenses, and being provided with accurate meters to read BOTH. We are also asking that we not be "penalized" for any corporate "mistakes" in billing the individual lots over the years, and if that translates into some kind of "loss" for Sun Communities, they absorb whatever it costs for their mistakes.

Respectfully,

Diane and Kevin Berger
Lot #445
543 Spruce Dr
Lady Lake FL 32159-3269

Sent from AOL on Android

Tristan Davis

From: Consumer Contact
Sent: Monday, January 19, 2026 4:58 PM
To: Consumer Contact; Jrausr@gmail.com
Subject: PSC Contact Form

Contact from a Web user regarding - Web Site Comment/Question

Contact Information:

Category: Web Site Comment/Question

Name: Judy Raus

Company: Water oak

Primary Phone: 3525250148

Secondary Phone:

Email Address: Jrausr@gmail.com

Response requested? no

Comments:

Docket 20250088 The park owner wants to raise water rates in an extreme way. I am widowed senior, major financial impact

Tristan Davis

From: Lynn Griffin <lynng0406@gmail.com>
Sent: Sunday, January 18, 2026 9:08 PM
To: Consumer Contact
Subject: Proposed Water Rate Increase Under Docket No. 20250088-WU

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

To: Florida Public Service Commission

From: Marilyn Griffin, Resident of Water Oak Country Club Estates, Lady Lake FL

Subject: Proposed Water Rate Increase Under Docket No. 20250088-WU,
Sun Communities Finance LLC d/b/a Water Oak Utility

Date: January 18, 2026

I am writing to respectfully urge the Commission to reject the proposed rate changes under Docket No. 20250088-WU or significantly reduce the amount. The proposed rate increase is excessive. Such an increase would create a serious financial hardship for any retiree living on a fixed income.

I have been a resident of Water Oak Country Club Estates since February 2007. I have seen many water and sewer rate increases as well as lot rent increases. This proposed water rate increase is by far the highest to date.

Water is an essential service and residents of Water Oak Country Club Estates have no alternate provider.

In the communication I received announcing the customer meeting under the lsection titled "Background" it states that "Sun Communities LLC d/b/a Water Oak Utility is a Class C Utility providing water service to 1,265 residential customers and 17 general service customers in Lake County." Could you please explain who the 17 general service customers are in Lake County serviced by Water Oak Utility?

The current residential service charge per 1,000 gallons is \$1.07, however, that rate goes up to \$9.30 under the staff recommendations. Yikes! I oppose the staff recommended water rate!

Thank you,

Marilyn Griffin
207 Maple Drive
Lady Lake FL

Lot #280