

**Tristan Davis**

**From:** Tristan Davis on behalf of Records Clerk  
**Sent:** Wednesday, January 28, 2026 8:09 AM  
**To:** 'William Shaul'  
**Cc:** Consumer Contact  
**Subject:** RE: Florida Public Service Commission Docket No.: 20250088-WU

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

*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:** William Shaul <william.shaul@gmail.com>  
**Sent:** Tuesday, January 27, 2026 9:10 PM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** Florida Public Service Commission Docket No.: 20250088-WU

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Dear Florida PSC,

Florida Public Service Commission **Docket No.: 20250088-WU**

**January 27, 2026**

RE: Application for Staff Assisted Rate Case in Lake County by Sun Communities Finance LLC d/b/a Water Oak Utility Docket No.: 20250088-WU

### **My 3<sup>rd</sup> Submission**

My name is William Shaul, resident of Water Oak Estate, 615 Hickory Hill, Lady Lake FL. This is in addition to my testimony on the Customer Virtual Hearing on Wednesday January 21, 2026.

I did some additional research regarding passing through water costs to residents and these statements clarify my knowledge of the amplified impact of the PSC Proposal.

As I mentioned earlier, I believe the Water Oak Utility; LLC can structure resident bills so that:

- A. Per-gallon (or per-1,000 gallons) rates equal what the system effectively pays to produce or purchase water, and
- B. Any additional line items for reading, billing, or system O&M must be traceable to actual, reasonable costs, not arbitrary markups.

But there is an additional impact from NOT BILLING Common-Area and "Own Use" Sun Communities water consumption on the premise. By "transferring the entirety" of all Water Oak's own water use (including common/operational use) into the per-gallon charge for resident submeters directly impacts Resident's Sewerage Expense.

The City of Lady Lake meters the sewerage feed into their water treatment plant system and sends Water Oak Estate a monthly bill for the volume measured. That amount is then divided by the number of 'paying customers'. **It has already been established that at least 32% of water usage is not billed!**

(FROM DOCUMENT NO. 15529-2025):

1. Issue 3 32.3% of water that is processed & pumped is NOT paid for... Excessive Unaccounted for Water (EUW).
2. Issue 6 confirmed that "In addition, the Utility did not bill 17 general service customers during the test year."

**So, this materially exceeds the true unit share of system costs and puts, at a minimum, an additional 30% burden on residents paying their distributed sewerage monthly bill.**

*I object to the evasive, misleading or incomplete data that Water Oak Utility, LLC has submitted in their request for a Rate Review. I believe that the Florida PSC will be quite disciplined in its deliberation and decline implementation of this Proposal.*

*Sincerely,*

*William Shaul*

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