

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Tuesday, January 20, 2026 9:04 AM
To: 'Thomas Van Tassel'
Cc: Consumer Contact
Subject: RE: 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!

Toni Hover
Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6467

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From: Thomas Van Tassel <rileydude08@gmail.com>
Sent: Tuesday, January 20, 2026 9:00 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Re: Docket No.20250088-WU

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- Water meters for each residential property are not read manually. Water bills are issued to the residents 2 months late. There is no regular inspection or monitoring of the meters or water consumption. A resident may have a broken meter or some other type of water leak but not be made aware of it until they receive a suspiciously higher water bill 2 months after the leak occurred. Water bills are inconsistent, i.e., a resident might have a \$16.00 bill one month and a \$90.00 bill the next month even though there has been no leaks or damage to the meter and no change in living circumstances. Yet the Utility is unable to explain the inconsistency.
- Water Oak residents demand full disclosure from Sun Communities. Who are the 17 general service customers who are not being billed for water.
- The October 7, 2025 audit identified incomplete records, unsupported plant entries, depreciation inconsistencies, and revenue reporting issues. As a result, any unsupported, affiliate-related, improperly capitalized, or non 'used and useful' costs—meaning costs that do not directly and currently provide safe drinking water to residents—should be fully disallowed.

- EUW unaccounted for water in excess of 42%. There is only supposed to be a 10% margin for unaccounted water. Is the water being used on a public golf course located within a private community? Is water being used at the golf cart barn to wash golf carts? Is water being used in Sun Communities' restaurant to wash dishes, cook food, flush toilets, etc.? Is this unaccounted for water being used to fill 3 swimming pools, support bath houses and bathrooms? Is this unaccounted for water being used inside and outside of the 2 clubhouses that contain large commercial kitchens that are rented out to both the residents and the public for various functions? Is the water usage for Wednesday night bingo dinner as every Wednesday meals are prepared in the commercial kitchen? How much of the unaccounted for water goes to watering common areas, medium strips, baseball fields and sports complex?