

**Nickalus Holmes**

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**From:** Nickalus Holmes on behalf of Records Clerk  
**Sent:** Tuesday, January 20, 2026 1:01 PM  
**To:** 'kjones992681@att.net'  
**Cc:** Consumer Contact  
**Subject:** FW: Docket No. 20250088-WU Application for Staff Assisted Rate Case in Lake County by Sun Communities Finance LLC DBA Water Oak  
**Attachments:** Letter to Florida Public Service Commision 1-20-26.docx

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:** Kathy Jones <kjones992681@att.net>  
**Sent:** Tuesday, January 20, 2026 12:42 PM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** Docket No. 20250088-WU Application for Staff Assisted Rate Case in Lake County by Sun Communities Finance LLC DBA Water Oak

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

Please find the following letter and attached document addressing my concerns and comments about Docket No 20250088-WU.

I can be reached at 614-353-6331, should you require to personally speak with me.

Regards,

Kathy Jones  
Water Oak Country Club Estates-Sun Communities  
414 Crepe Myrtle Pass  
Lady Lake, FL 32159

January 20, 2026

Office of the Commission Clerk via [clerk@psc.state.fl.us](mailto:clerk@psc.state.fl.us)

2540 Shumard Oak Blvd

Tallahassee, FL 32339-0850

Ref: Docket # 20250088-WU application for staff assisted rate case by Sun Communities Finance LLC dba Water Oak Utility

Dear Commission:

I am a resident of Water Oak Country Club Estates located in Lady Lake, FL, which is owned and operated by Sun Communities. It is a land lease community. My husband and I only own the modular home that sits on their property. I have no control over how that property is managed yet we are expected to maintain appearance of the lawn using a sprinkler system that we must also maintain.

Based on the document # 15529-2025, it is my understanding that 17 general service customers were not billed (issue 6) during the test year (2024). It also states that the non-billed water usage is around 42.3% (issue 3) of the total usage. That 42.3% is allowed to be reduced

by 10%. If I understand this document correctly, I am being asked to cover the entire cost of operating this utility, even though I have no control over 32.3% of the water usage. The prospectus of every homeowner here who rents property here clearly defines our responsibility for utilities begins at the meter. I pay a monthly fee to have my home located on their property and use their facilities. The water usage that is not billed thru a private residence meter is not my responsibility to pay. That unbilled usage along with the maintenance (i.e. repairs, meters, etc.) should be included in the operating expenses of the business. The docket implies that they are operating at a significant loss. That is not true, once you remove the 32.3% of unbilled water, maintenance, salaries, depreciation, etc. that Sun Communities has included in their application.

I am a reasonable person and I expect to pay my fair share. The docket is over stated and an unreasonable. As I stated above, I am expected to maintain the appearance of my lawn. Back in the summer (rainy season) one of my sprinklers was not working properly, without my knowledge. My back yard lawn and shrub died during this time. If I stop watering my yard (I have no shade), my entire yard will die during the dry season.

I believe that Sun Communities violated the Commissions policy that they were to notify us no less than 14 days prior to the hearing. The letter dated January 7 was received in my mailbox on January 13<sup>th</sup>. This amount to 8 days' notice. Should docket should be postpone a minimum of 6 additional days, to allow the residents of

this community to gather opposition signatures to oppose this overstated exorbitant application.

I reject Sun Communities attempt to avoid paying for its own water use and its obligation to manage and maintain their property. Any increase to residents should be granted based on increase water usage by those residents.

Best Regards,

Kathy Jones

414 Crepe Myrtle Pass

Lady Lake, FL 32159-5504

614-353-6331

January 20, 2026

Office of the Commission Clerk via [clerk@psc.state.fl.us](mailto:clerk@psc.state.fl.us)

2540 Shumard Oak Blvd

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Best Regards,

A handwritten signature in blue ink, appearing to read "Kathy Jones". The signature is stylized with a large, looped "K" and a long, horizontal stroke for the "J".

Kathy Jones

414 Crepe Myrtle Pass

Lady Lake, FL 32159-5504

614-353-6331