

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Tuesday, January 27, 2026 8:10 AM
To: 'William Shaul'
Cc: Consumer Contact
Subject: RE: Docket No.: 20250088-WU -Effected Resident Communication

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: Monday, January 26, 2026 7:09 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket No.: 20250088-WU -Effected Resident Communication

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

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

Dear Florida PSC,

I reside at 615 Hickory Hill, Lady Lake Florida and within the community affected by Florida PSC Staff-Assisted Rate Case Proposal, **Docket No.: 20250088-WU**.

I believe that, in 2024, Sun Communities sought ways to slash expenses at Water Oak Estate and their crack accounting team saw opportunity. I serve as President & CEO of the Water Oak Estate Homeowners Association, Inc., and the reason I state this is that our HOA lost funding for our monthly Community Newsletter, The Update, that had been in place since its inception in 2000, 20+ years! That funding was summarily cancelled without notification in December of 2024, effective immediately. Yes, it was a discretionary expense, a voluntary gift

to the community and much appreciated. But I share this as a premise for my interpretation of cost cutting measures that are on full display in Docket No.: 20250088-WU data submissions from Sun and the PSC requests for more information to explain EUW.

In this square mile of Sun property, every single faucet, every toilet, spicket and sprinkler head that isn't privately owned by a resident is the property of the Sun Communities Corporation. It appears that the "General Service Customer" mentioned in their petition for a 'Staff Assisted Rate Case' review will no longer be billed for its water usage.

(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."

I believe General Service Customers are common property managed by Sun, not by individual homeowners. I believe those 17 unnamed General Service customers are the group of LLC's under the Sun Communities umbrella that operate the property.

The expense of processing and pumping 32% of the well water will now be put on the backs of residents who have no control of its use.

The Prospectus every homeowner receives upon agreeing to rent property at Water Oak Estate clearly defines our responsibility for Utilities. It begins at the meter.

- SECO provides electricity for our community and our ***cost is determined at our Electric Meter; not at the substation that supplies it.***
- The same is true for our Water Utility – **our financial responsibility BEGINS at the water meter NOT at the wellhead!**

I hereby reject Sun Communities' attempt to avoid paying its own water use expense for its obligation to manage and maintain their property. Any increase should be granted based on the increased cost of providing water to the whole community including Water Oak Estate operations as well as their customers.

Sincerely,

William Shaul