

**From:** Antonia Hover on behalf of Records Clerk  
**Sent:** Wednesday, January 21, 2026 8:53 AM  
**To:** 'Lisa DeGayner'  
**Cc:** Consumer Contact  
**Subject:** RE: Sun Communities Finance LLC dba Water Oak Utility 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:** Lisa DeGayner <lisadegayner@hotmail.com>  
**Sent:** Wednesday, January 21, 2026 8:41 AM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Cc:** Lisa DeGayner <lisadegayner@hotmail.com>  
**Subject:** Sun Communities Finance LLC dba Water Oak Utility Docket No: 20250088-WU

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To Whom It May Concern,

I am writing to formally protest the proposed 400 percent increase in water and wastewater rates at Water Oak Country Club. I moved to Water Oak Country Club, owned by Sun Communities, in May 2025, based on my finances and budget. This is a 55+ mobile home community. According to the company's publicly available financial reports, revenues consistently exceed expenses by a wide margin. Given this, the scale of the proposed increase appears disproportionate to the cost of providing water and wastewater service, particularly for residents on fixed incomes.

Please accept this letter as my formal, written objection to the proposed increase. **Grounds for Protest:**

**1. Undue Financial Burden**

An increase of this magnitude is unsustainable and places a significant and unreasonable financial strain on elderly and fixed-income residents like me.

## **2. Lack of Adequate Justification**

To date, the company has not presented evidence showing that the operational or infrastructure costs related directly to water and wastewater service justify a 400 percent rate increase for individual households.

## **3. Concerns Regarding Allocation of Costs**

It is difficult to ignore the timing and scale of Sun Communities' recent major development projects at Water Oak Country Club—including a complete golf course overhaul, the addition of approximately 300 new housing sites, new construction and planning costs, expanded irrigation demands, and the development of a new pool and associated sewage capacity. These projects represent substantial capital investment by the company, and this raises reasonable concern that the proposed utility rate increase is being used to recoup expenses unrelated to actual water and wastewater service.

Residents should not bear the financial burden of large-scale commercial expansion or delays in construction schedules. Any rate adjustment should be tied directly, transparently, and exclusively to water and wastewater infrastructure and operating costs—not to unrelated development or revenue recovery.

I respectfully request that the Public Service Commission conduct a thorough investigation into the methodology used to justify this rate proposal and ensure that residents are not charged to subsidize corporate development projects. I also request a review of my billing history to verify the accuracy of all charges referenced in the proposal.

Thank you for your time and careful consideration of this matter.

Sincerely,

*Lisa A DeGayner*

**Lisa DeGayner**  
Resident of Water Oak Country Club  
713 Sutton St. Lady Lake, FL 32159

Ref: Application for Staff-Assisted Rate Case in Lake County.  
Sun Communities Finance LLC dba Water Oak Utility  
Docket No: 20250088-WU