

## Customer Comments

### 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

Although it may not seem unreasonable that rates on utilities might increase following a period of inflation such as we have experienced during the past few years, the rate of increase recommended in the chart we were given cannot be considered anything but excessive! Social Security and COLA increases in pension plans have not approached the magnitude of these rate increases.

The residents of Water Oak are mostly retired and on fixed incomes. They have received increases in their incomes in the 2.5% to 3% range. They have not kept pace with the inflation rate that has exceeded this by quite a bit. It should be clear to anyone that under these conditions utility rate increases of the magnitude of this proposal are unwelcome. In this proposal Residential and General Service shows an increase of 63% and the charges per 1000 gallons show increases of 8 to 14 times the current rates. A sudden increase of this proportion is difficult to accept.

Furthermore, it seems that in the year cited in the table there was a period during which some 300 water meters were out of order. This condition lasted for several months. We asked about this every month we were not billed and were told that they "were working on it". I know that

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numerous other residents also asked about this and were given the same answer. Apparently, a large percent of the water delivered was not paid for because the Water Oak managers were unable to get the meters fixed. This was a failure on the part of the administration at Water Oak to maintain or repair equipment that I believe was fairly new. Surely there was someone available who knew how to get these meters working in a reasonable length of time.

It should be noted that these increases will be permanent if allowed. This is nothing more or less than a bid to increase rates. Please render a just decision in favor of those of us who oppose the rate increases in this proposal.

**Name: John and Marybeth Redmon**

**Address: 423 Bemen Dr., Lot 2012, Lady Lake, FL 32159**

**John C. Redmon** John C. Redmon **Date** 2/9/2026

**Marybeth Redmon** Marybeth Redmon **Date** 2/9/2026

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