

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Wednesday, February 18, 2026 8:03 AM
To: 'Trudie Smith'
Cc: Consumer Contact
Subject: RE: Docket No. 20250088-WU, Sun Communities Finance LLC d/b/a Water Oak Utility

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: Trudie Smith <smith.trudie@gmail.com>
Sent: Tuesday, February 17, 2026 6:26 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket No. 20250088-WU, Sun Communities Finance LLC d/b/a Water Oak Utility

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

To the Commissioners,

I am a resident of Water Oak Country Club Estates in Lady Lake, Florida. I am writing to formally OBJECT to the proposed water rate increase requested by Sun Communities Finance LLC (d/b/a Water Oak Utility) under Docket Number 20250088-WU.

As one of many senior citizens living on a fixed income, I find the proposed increase to be an undue financial hardship. More importantly, I believe a rate increase is unjustifiable until the utility addresses the following documented failures:

Inoperative Infrastructure:

More than 200 water meters in our community have been broken or non-functioning for over two years, leading to inaccurate and inequitable billing.

Unaccounted Water Loss:

The utility has admitted that 38% of our community's water is "unaccounted for" and 17 entities are currently receiving water without being billed.

Mismanagement of Revenue:

It is the utility's responsibility to maintain its equipment and bill all users fairly. Residents should not be forced to pay higher rates to compensate for the provider's failure to repair meters and collect existing revenue.

I respectfully urge the Commission to DENY this rate increase request and instead require the utility to repair all non-functioning meters and account for ALL water usage before any further rate adjustments are considered.

Thank you for your consideration of this matter.

Sincerely

Trudie Smith
443 Watson Dr
Lady Lake FL 32159-5506 USA