

Donna Russell
619 Hickory Hill
Water Oak Community
32159
Date: 02/10/2026

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Subject: Formal Protest of Proposed Water Rate Increase by SUN Communities Financial LLC d/b/a Water Oak Utility – Docket No. 20250088-WU

To Whom It May Concern:

I am writing as a resident of the Water Oak community to formally protest the proposed increase in water usage rates by SUN Communities Financial LLC, doing business as Water Oak Utility, as referenced in docket number 20250088-WU. This letter outlines my concerns regarding the justification for the rate increase and the discrepancies observed in the utility's water usage reporting and billing practices.

According to the information available, there is a significant discrepancy in water usage reporting: 32.3% of all pumped and processed water is unaccounted for and unpaid. This substantial loss raises questions about the efficiency and accountability of the utility's operations. In addition, it has been noted that SUN Communities Financial LLC did not bill 17 general service customers during the test year. These unbilled accounts represent a considerable gap in revenue collection and expense allocation.

If these unbilled general service customers are associated with community amenities or administrative areas, the responsibility for the resulting revenue and expense gap lies with SUN Communities Financial LLC, not with the residents. It is unreasonable for residents to bear increased costs resulting from the utility's internal operational and billing discrepancies. The proposed rate increase should not be used to offset losses or inefficiencies that are not the responsibility of the paying customers.

In light of these concerns, I respectfully request that the Florida Public Service Commission thoroughly investigate the discrepancies in water usage reporting and billing practices by SUN Communities Financial LLC. I urge the Commission to reject the proposed rate increase and ensure that residents are not unfairly burdened with costs arising from the utility's failure to account for and bill all water usage appropriately.

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COMMISSION
CLERK

Thank you for your consideration of this protest. I trust that the Commission will act in the best interests of Water Oak residents and hold the utility accountable for its responsibilities.

Sincerely,

A handwritten signature in cursive script that reads "Donna Russell". The signature is written in black ink and is positioned above the printed name.

Donna Russell

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