

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Monday, February 23, 2026 8:06 AM
To: 'Lisa Berger (Carter)'
Cc: Consumer Contact
Subject: RE: 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!

Tristan Davis
Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6121

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From: Lisa Berger (Carter) <lisann58@yahoo.com>
Sent: Saturday, February 21, 2026 12:17 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket No 20250088-WU

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This email is in reference to my objection of the exorbitant planned increase in water rates in the Water Oak Country Club Estates, Lady Lake, FL: Docket No. 20250088-WU.

Here are a few reasons for my objection:

1. Upon moving into this community 2/23, I was informed that water bills run two months behind. After the third month of being here, I expected a water bill and received nothing. I waited another month or two and nothing. I had to take it upon myself to go to the administrative office and report the situation. It was corrected, but obviously Sun Communities lost revenue due to their own lack of observation.
2. Last year I was spending time in another state with family for six months. My home was unoccupied during that entire time. Around the time I returned home, I received a bill in the area of \$60 - \$75 (can't remember for sure). I went to the administrative office and inquired as to why. It was suggested that I had a leak. I checked everything and no leak were found. I was told I would just have to pay the bill. For every month before, and every month since, I don't believe my bill had ever been more than \$20 at the most.

3. I am personally aware of some friends that haven't received a water bill for months and one individual over a year.

I am fully aware that the water rates for our community have been lower than others in the area. I also understand that inflation affects everyone and everything, thus increases are to be expected.

I do not agree with the exorbitant plan of increase. The management company has been lax in equipment upkeep and record keeping. We as home owners should absolutely not be expected to shoulder the burden of their lack of prudent business owner practices. There should be a full investigation of equipment and billing records completed before any such increase is approved. The results of this investigation should also be made available to each and every member of this community.

Everyone is struggling in this economy, and should not be forced to just "take the increase" without asking questions and getting answers.

I want my objection to be made part of the official record of Docket No. 20250088-WU, Sun Communities d/b/a Water Oak Utility.

Thank you
Lisa Berger
524 Spruce Drive
Lady Lake, FL