

Formal Objection to Proposed Rate Increase

Date: February 17, 2026

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

RE: DOCKET NUMBER 20250088-WU Utility: Water Oak Utility (Sun Communities Finance LLC)

To the Commissioners,

I am writing as a six-year resident of Water Oak Country Club Estates in Lady Lake, Florida, to formally submit my objection to the proposed water rate increase under **Docket Number 20250088-WU**.

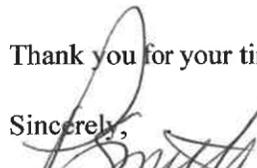
As a retiree on a fixed income, I am deeply concerned by the magnitude of this request. However, my objection is based not only on the financial burden to our senior community but also on significant operational failures by the utility provider. I urge the Commission to consider the following points:

- **Infrastructure Negligence:** There are currently over 200 non-functioning or broken water meters within our community, some of which have been inoperative for over two years. Sun Communities is aware of these failures but has neglected to repair them. This leads to inaccurate billing across the entire community and places an unfair financial burden on those with working meters.
- **Unaccounted Water Loss:** The utility has admitted that approximately 38% of the community's water usage is "unaccounted for." Furthermore, they have identified 17 entities that are receiving water without being billed. It is unreasonable to request a rate increase from paying residents to cover revenue gaps caused by the provider's inability to manage its own inventory and billing infrastructure.
- **Disproportionate Sewer Charges:** Because sewer rates are tied directly to metered water usage, the current inaccuracies in the metering system mean that many residents are being overcharged for sewage. A rate hike on top of these systemic errors is both unjust and premature.
- **Impact on Vulnerable Populations:** The majority of Water Oak residents are seniors on fixed incomes already facing rising costs of living. Furthermore, many of our seasonal residents have expressed deep concern regarding this increase but fear that formal protest might affect their residency status. I represent their collective voice in stating that this increase is unsustainable.

Conclusion I respectfully request that the Commission deny this rate increase until Sun Communities Finance LLC completes a full audit and repair of the community's metering infrastructure. The burden of lost revenue due to mismanagement should not be shifted onto the residents.

Thank you for your time and for your diligent oversight of this matter.

Sincerely,


Patricia Smith 443 Watson Drive Lady Lake, Florida 32159 208-818-1779

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CLERK



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Lady Lake, FL 32159

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