

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Tuesday, February 24, 2026 9:37 AM
To: 'Gayle Ruffing'
Cc: Consumer Contact
Subject: RE: Docket # 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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-----Original Message-----

From: Gayle Ruffing <glruffing@gmail.com>
Sent: Tuesday, February 24, 2026 9:31 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket # 20250088 WU

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I am a resident of
Water Oak CC Estates
Lady Lake, FL 32125

I am writing to you about docket # 20250088 WU

The majority of residents that reside in this community are retired. Living on fixed income is difficult at times. Most of us just have Social Security, and then there are some that also have a pension. Unfortunately, for me, I was a public school teacher and my Social Security is greatly reduced because I have a small pension. I take great pride in my Holm and Property, and although I do not own the ground that my manufactured home sits on, I tend to it like I do own the ground. In 2024 I spent \$2000 to put new sod down on the front yard. My water bills over the next four months totaled over \$1000. That is a fact, unbelievably true. I went to water Oak administration to see if they were. There was something wrong with the water meter, it was checked out, and found to be in good working order. Previous to going to administration, I had two different plumbing companies come to investigate if I had broken pipes. I also had an irrigation company come prior to putting the saw down to make sure my irrigation system was in good working order.

Increasing the water rate as proposed makes me sick to my stomach. Some communities is a highly profitable company. For them to raise our rates at the percent proposed is preposterous and seemingly illegal. I urge you not to allow this to happen.

I have taken over the updating and editing of the water Oak resident directory. They are close to 1500 entries. I am also the sunshine lady, so I am privy to those residence that are in great need financially. There are so many of these people living in my community. They struggle to pay their rent. They struggle to buy food. And they struggle to keep up the appearance of their home and yard. To me, it would be criminal to raise the water rate as these people are struggling just to survive.

Respectfully submitted

Gayle Ruffing

931 E. Norman St., Lady Lake, FL 32159

407-232-5940