

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Friday, March 27, 2026 8:03 AM
To: 'William Shaul'
Cc: Consumer Contact
Subject: RE: DOCKET NO: 2025088-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: William Shaul <william.shaul@gmail.com>
Sent: Thursday, March 26, 2026 5:37 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: DOCKET NO: 2025088-WU

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RE: DOCKET NO: 2025088-WU

Dear Public Service Commission,

My name is William Shaul, Resident of Water Oak Estate, 615 Hickory Hill, Lady Lake, FL 32159

With much hope and expectation of good outcomes, I read today's publication, FILED 3/26/2026
DOCUMENT NO. 01789-2026 FPSC.

I was shocked to learn that you continued to pursue the processing of a rate increase while **the Commission HAS NO IDEA PROVIDED BY WATER OAK UTILITY OF THE WHEREABOUTS OF 49,602,636 GALLONS OF WATER THEY PUMPED & METERED BUT CANNOT ACCOUNT FOR!!!**

LET ME REPEAT THAT... THE COMMISSION IS *RECOMMENDING A RATE INCREASE TO RESIDENTS OF THIS COMMUNITY... BUT THE COMMISSION HAS NO IDEA WHERE NEARLY HALF OF WATER THE WATER OAK UTILITY PUMPED & METERED* went in 2024*...

ONE MORE TIME... The Commission has invested a lot of good faith time, effort and energy to come to this conclusion... The commission is going forward with their recommendation despite the fact that 39.7% of the product you are regulating is nowhere to be found...

You can't be serious...
Do you not see the irony here?

If the Water Oak Utility was a candy shop and only half of the candy made it to the sales counter from the kitchen and you were the banker responding to their request for a loan. Wouldn't you first want to know where the 'unaccounted for excess' candy went?

Would you accept, 4 months later, "Ah, sir, we're still trying to figure that out..."?

No, sir! The Banker would turn down the loan... they would reject it, flat out.

However, if the Candy Shop Owner could demonstrate 'how' that happened and 'how that's NOT going to happen in the future because...!', the Banker could reconsider.

THE COMMISSION is recommending a rate increase [giving the candy shop a loan] without an explanation of how 40% of the candy never made it to the sales counter... This is irresponsible.

I request that the Commission **DENY Water Oak Utility a rate increase** unless and until they explain their gross negligence of NOT PROVIDING YOU, THE COMMISSION, WITH REQUIRED DOCUMENTATION OF THIS EUW DISCREPANCY.

Sincerely,

William Shaul

* "A review of the Utility's 2024 monthly operating reports on file with the DEP indicates that Water Oak produced 117,276,285 gallons of water during the test year. In response to staff data requests, the Utility indicated that it does not purchase any water.¹⁰ An examination of the Utility's billing records indicated 67,673,649 gallons of treated water was sold to its customers."

Dear Florida Public Service Commission,
RE: Docket No.: 20250088-WU

My name is William Shaul, resident of Water Oak Estate, 615 Hickory Hill, Lady Lake FL.

The Florida Public Service Commission has done a tremendous amount of work for the Staff Assisted Rate Case in Lake County requested by Sun Communities Finance LLC d/b/a Water Oak Utility. I am impressed. Many questions were submitted to Sun Communities' Water Oak Utility and the follow up was also impressive.

However, there are two questions that HAVE NOT BEEN ADDRESSED BY 'Water Oak Utility' even though they have been pointed out more than once.

SPECIFICALLY, from DOCUMENT # 15529-2025

ISSUE 3

The Commission has **allowed Sun Communities to avoid clarifying the 32.3% EUW.** The PSC has continued to generate The Proposed Rate Hike calculations anyway. But this outrageous amount of unaccountable loss implies business incompetence or fraud. Does it not? **No public utility should be allowed AN INCREASE** in price if it continued to lose 30% of their product production. The PSC must be a good steward of this monopoly and keep the d.b.a. Water Utility operating in good faith as well. Water Oak Water Utility is a monopoly of a life essential product.

ISSUE 6

The Florida Public Service Commission has a special responsibility to the public here in Water Oak Estate to ensure a healthy, functioning supplier of this vital product, but also one that doesn't eat its own product to create 'a paper loss'.

All Water Oak Estate/Sun Communities facilities are supplied by metered water. There are records. But there is no Payment or Debit shown in any documents available to the public for their use of water to operate their amenities.

On this square mile of property called Water Oak Estate & Country Club, each spicket, faucet, sprinkler head, sink, toilet and shower not owned by a resident is the property of Water Oak Estate and employed to provide the Amenities guaranteed and outlined in our Prospectus.

Each Resident's Prospectus clearly states the responsibility of Water Oak Estate Corporation to provide and maintain the proscribed amenities including clubhouses, swimming pools, sports complex, softball field, golf course, etc. **Clearly, each amenities' required use of water to operate is included in this agreement & our rent payment.**

If Water Oak Estate/Sun Communities paid for their use of water to operate their amenities at a similar rate as they charged residents in 2024, I estimate their revenue would have increased and actual reported loss would be reduced by about \$100,000.

There is no mystery and nothing to 'investigate'. It is knowable. Just ask the question and require an honest answer. Do not accept '...still investigating' after multiple requests!

Water Oak Utility LLC., should be denied any adjustment until they provide an honest accounting of Water Oak Estate & Country Club use of the Utility's water & the EUW.

Sincerely,

William Shaul