

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Friday, March 27, 2026 8:04 AM
To: 'DINAH Schiegner'
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

PLEASE NOTE: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your email message may be subject to public disclosure.

From: DINAH Schiegner <schiegner54@gmail.com>
Sent: Friday, March 27, 2026 7:42 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket 20250088-WU

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Docket 20250088-WU

Re: Water Oak Estates - Proposed Water Base Rate Increase

3/25/2026

Florida PSC
2540 Shumard Oak Blv
Tallahassee, FL 32399

Dear Commissioners,

We are writing to formally oppose the proposed base rate increase submitted by Sun Communities Finance LLC, d/b/a Water Oak Utility.

As full-time residents in Water Oak Estates we are quite concerned.

The record reflects that 17 accounts previously identified as “general use customers” are, in fact, irrigation meters serving common areas throughout Water Oak Estates. These are known, metered uses for which **no billing or revenue collection has occurred.**

Despite this, Water Oak Utility now seeks to shift this cost directly onto us, the residents through a preposterous rate increase. This is not a recovery of legitimate losses.

Actually, this is an improper real allocation of operational expenses that belongs to the property owner, Water Oak Utility/Sun Communities.

Additionally, the reported excessive unaccounted-for water (EUW) levels - ranging from approximately 32% to 42% are extraordinarily high and indicative of systemic failure.

Well known deficiencies, including 200+ malfunctioning meters and transmitter failures, remain unresolved. Costs arising from such deficiencies should not be born by us, the ratepayers.

Rule 25–30.4325 Florida Administrative Code

Utilities are expected to maintain reasonable levels of AUW and demonstrate operational control

The above situation is compounded by excessive irrigation at more than 20+ vacant properties, where substantial volumes of water are consumed daily despite no occupancy.

This further demonstrates a lack of prudent utility management.

The residents are individually metered/billed and also pay a lot rent, a portion of which supports common area, amenities and utilities. Shifting these costs results in double recovery and conflicts with principles reflected in Chapter 723, Florida Statutes.

The apparent reclassification of known irrigation usage as excessive unaccounted-for water (EUW) undermines the integrity of the utility’s reporting.

Findings Requested

1. Deny the proposed base rate increase has currently filed.
2. Require full and accurate accounting of all known water usage, including irrigation meters/transmitters.
3. Disallow recovery from residents of any cost attributable to common area irrigation.
4. Require correction of system deficiencies prior to any future base rate increase.
5. Require document and reduction of excessive irrigation usage at vacant properties.

Respectfully submitted,

Dinah Schiegner

Resident

Glen Schiegner
Resident

Sent from my iPad ...