

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Monday, March 30, 2026 8:06 AM
To: 'William Shaul'
Cc: Consumer Contact
Subject: RE: Docket Number 20250088

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: William Shaul <william.shaul@gmail.com>
Sent: Sunday, March 29, 2026 7:49 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket Number 20250088

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D O C K E T # 20250088 – W U

On June 23, 2025, Sun Communities Finance, LLC d/b/a Water Oak Utility (Water Oak) filed an application with the Florida Public Service Commission (Commission or FPSC) for a staff-assisted rate case. Water Oak provides water service to 1,265 residential and 17 general service customers in Lake County.

Dear Public Service Commission,

On June 23, 2025, Sun Communities Finance, LLC d/b/a Water Oak Utility (Water Oak) could not explain (test year 2024) how to account for 39.7% of 117,276,285 gallons of water pumped and processed. That's 46,558,685 gallons of water unaccounted for.

As of today, March 26, 2026, (even after a 10% EUW allowance and numerous requests by Staff), Sun Communities Finance, LLC d/b/a **Water Oak Utility (Water Oak) will not explain even ONE GALLON of the 34,831,056 gallons of EUW.**

Nearly 35 MILLION gallons pumped but not a single dollar received AND NO EXPLANATION PROVIDED! Nine months have passed and Water Oak Utility is still 'investigating'... Is this lack of responsibility and disregard of your specific question really acceptable to the Commission? If so, why even ask WATER OAK UTILITY that question in the first place???

Yet, the March 26, 2026 PSC Document No. 01789-2026 **M-E-M-O-R-A-N-D-U-M** is recommending implementation of Rate Increase of 800% – from \$1.07 to \$8.85 per 1,000 gallons (residents use rate up to 3,000 gallons per month).

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.

All Water Oak Estate/Sun Communities facilities are supplied by metered water but Water Oak Utility does not send a bill & there is no revenue received. I believe it shows up as EUW!

If Water Oak Estate/Sun Communities paid the Water Oak Utility 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 nearly \$100,000.

The purpose of this rate increase is “to recover the cost of operating the Utility and allow the company an opportunity to earn a fair rate of return on its investment” (FPSC RATE CASE OVERVIEW, January 2026); **NOT** to cost-shift from Water Oak Estate to individual residents.

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

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Sincerely,
William Shaul, 615 Hickory Hill, Lady Lake, Florida 32159 (586) 360-0185

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