

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Monday, March 30, 2026 8:07 AM
To: 'ldborland ldborland'
Cc: Consumer Contact
Subject: RE: Docket No 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: ldborland ldborland <ldborland@sympatico.ca>
Sent: Sunday, March 29, 2026 9:42 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket No 20250088-wu

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

Dear Commissioners,

RE: Docket No 2025008-WU, Sun Communities Finance LLC d/b/a/Water Oak Utility

As a resident of Water Oak Country Club (CC) Estates in Lady Lake, Florida a community owned and operated by Sun Communities, I am writing to address the recent request by Water Oak Utility for a rate increase. The company has stated that this increase is necessary to recover the cost of operating the Utility and to provide an opportunity for the company to earn a fair rate of return on its investment.

I am submitting this letter to formally object to the rate application referenced above.

All property infrastructure, including wells, piping, pumping facilities, irrigation systems, faucets, toilets, and spigots, is owned, operated, and maintained by Sun Communities. Residents do not have any ownership interest, operational control, or ability to influence maintenance practices or capital spending decisions related to the system. Although residents own their homes, the land is leased from Sun Communities, and a portion of the rent is allocated to support common areas, amenities, and utility costs. Water usage is metered and billed on a tiered basis according to gallon use, as specified in the prospectus provided at the time of home purchase. Electricity costs and water service responsibilities begin at individual meters for each resident.

To justify the rationale for increasing water charges by more than 50%, Sun Communities presented their audited financial statements to the Florida Public Service. The audit determined that approximately 32% of all water processed and pumped was unbilled. In addition, during the audit's test year, there were 17 general service customers who were not billed—most likely corresponding to irrigation meters serving common areas throughout Water Oak CC Estates. I contend that the audit is flawed, as these 17 general service customers were not properly identified, nor was there a factual explanation as to why 32% of all water processed and pump was unbilled. Sun Communities now aims to recover those losses by requesting an unreasonable water rate increase with the aim to recover lost revenue from unbilled general use customers by passing operational expenses to residents through the tiered rate structure.

To assess Sun Communities' proposed rate increase, I examined the Town of Lady Lake's water rate structure effective October 1, 2025. Their 0–3,000 gallon usage tier is priced at \$3.39 per 1,000 gallons. Sun Communities' proposed rate is \$9.11 per 1,000 gallons. At 3,000 gallons, Town of Lady Lake customers would pay approximately \$10.17, while Water Oak Estate residents would pay \$27.33. Although the Town of Lady Lake serves a larger customer base, this does not justify the significant rate increase proposed for Water Oak CC Estate residents, who are primarily retirees and fixed-income households. Residents already face annual rent increases, a portion of which supports infrastructure costs

The lack of accountability by Sun Communities, their failure to address the concerns raised and their inability to identify all general service customers, I personally feel the proposed water rate increase is unjustified and unreasonable. It is my hope that you would deny Sun Communities request to their proposed water increase given the magnitude of the proposed increase. I contend that if the commission feels a water rate increase is justified even though Sun Communities has failed to demonstrate the increase is attributable to delivering meter water service to Water Oak CC Estate residents, it would be my recommendation a water rate increased tied to inflation would be considered reasonable.

Thank you for consideration

Sincerely

Lysa D. Borland

911 Lietzke Ln. Lady Lake FL

32159