

Bendria Fugnole

From: Office of Commissioner Ortega
Sent: Monday, March 30, 2026 3:24 PM
To: Commissioner Correspondence
Subject: Docket No. 20250088
Attachments: D O C K E T 20250088 Communication.docx

Please place the email below and attachment in Docket No. 20250088

Thanks

From: william shaul <wshaul2@gmail.com>
Sent: Monday, March 30, 2026 10:49 AM
To: Office of Chairman Smith <Chairman.Smith@psc.state.fl.us>
Cc: Office of Commissioner Clark <Commissioner.Clark@psc.state.fl.us>; Office of Commissioner Payne <Commissioner.Payne@psc.state.fl.us>; Office of Commissioner Ortega <Commissioner.Ortega@psc.state.fl.us>; Office of Commissioner La Rosa <Commissioner.LaRosa@psc.state.fl.us>
Subject: Water Supply Rate Increase SARC, Docket No. 20250088

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Dear Chairman Gabriella Passidomo Smith,

I have attached a letter that I have prepared to send you as well as the other Commissioners and cc Ron Desantis.

I am a resident of Water Oak Estate, a Sun Communities community located in Lady Lake, Florida. This letter is in response to the recommendation of S.A.R.C. rate increase of 400% to the water rate for our community.

Here is an AI summary of my letter with concerns, observations and a humble plea to halt the implementation of this increase until and unless Water Oak Utility can explain accounting of their 35,000,000 gallon EUW.

- **Accountability for Missing Water:** The utility (Water Oak) has not explained nearly 35 million gallons of unaccounted-for water use, which raises concerns about poor management or possible cost-shifting. Holding them accountable protects residents from paying for water that benefits others.
- **Prevention of Improper Cost-Sharing:** The letter argues that Sun Communities' own facilities use metered water but are not billed, meaning the utility's costs are being passed on to residents instead of the property owner, contrary to the residents' lease agreements and Florida Statute 723.
- **Protection from Excessive Rate Increases:** The resident highlights that due to errors and unverified data, the Commission's proposed rate jump of 400% (from \$8.95 to \$37.01 per 1,000 gallons) is unjustified. If proper accounting were done, the increase could be far lower (around 132%).
- **Defense of Resident Rights and Fair Rates:** The communication urges the Public Service Commission to delay or deny any rate increase until the utility provides full transparency about unaccounted water losses and Sun Communities' own usage, ensuring residents only pay for their fair share of service costs.

Thank you!

Sincerely,

Bill Shaul
615 Hickory Hill,
Lady Lake, FL
586 360-0185