

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Tuesday, March 31, 2026 8:04 AM
To: 'Sharon Griffin'
Cc: Consumer Contact
Subject: RE: Docket No 20250088-WU, Sun Communities Finance LLC d/b/a Water Oak Utility

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: Sharon Griffin <sharon3k@att.net>
Sent: Monday, March 30, 2026 11:07 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Cc: Sharon Griffin <sharon3k@att.net>
Subject: Docket No 20250088-WU, Sun Communities Finance LLC d/b/a Water Oak Utility

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Water Oak Estate Water Rate
Docket No 20250088-WU

I am a 90-year-old who lives alone in Water Oak Estate, a Sun Communities community located in Lady Lake, Florida. This letter outlines my concerns regarding the justification for the rate increase and the discrepancies observed in the utility's water usage reporting and billing practices.

My water meter works properly, and I am charged for actual water consumption each month. I am Very cautious about my water usage by turning the water off when taking a shower, never letting the water run when washing dishes and only water grass as needed to keep it green as according to the park restrictions.

According to the information available, there is a significant discrepancy in water usage reporting: 42% of all pumped and processed water is unaccounted for and unpaid. This substantial loss raises questions about the efficiency and accountability of the utility's operations. In addition, it has been noted that SUN Communities Financial LLC did not bill 17 general service customers during the test year. These unbilled accounts represent a considerable gap in revenue collection and expense allocation. If these unbilled general

service customers are associated with community amenities or administrative areas, the responsibility for the resulting revenue and expense gap lies with SUN Communities Financial LLC, not with the residents.

It is unreasonable for residents to bear increased costs resulting from the utility's internal operational and billing discrepancies. The proposed rate increase should not be used to offset losses or inefficiencies that are not the responsibility of the paying customers.

In light of these concerns, I respectfully request that the Florida Public Service Commission thoroughly investigate the discrepancies in water usage reporting and billing practices by SUN Communities Financial LLC. I urge the Commission to reject the proposed rate increase and ensure that residents are not unfairly burdened with costs arising from the utility's failure to account for and bill all water usage appropriately.

Sincerely,

Mary West
962 W. Norman