

State of Florida



# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

---

**DATE:** April 02, 2026  
**TO:** Adam J. Teitzman, Commission Clerk, Office of Commission Clerk  
**FROM:** Matthew Sibley, Public Utility Analyst IV, Division of Economics  
**RE:** 20250088-WU - Application for staff-assisted rate case in Lake County by Sun Communities Finance, LLC d/b/a Water Oak Utility.

---

Please place the attached email correspondence, regarding Water Oak's response to requested information, in the above-referenced docket file.

MS/

Attachment

RECEIVED-FPSC  
2026 APR -2 AM 11:43  
COMMISSION  
CLERK

## Matthew Sibley

---

**From:** Sonica Bruce  
**Sent:** Thursday, March 05, 2026 9:54 AM  
**To:** Matthew Sibley  
**Subject:** FW: Water Oak SARC - General Customer Question

**From:** McGinn, Daniel <dmcginn@joneswalker.com>  
**Sent:** Wednesday, March 4, 2026 12:00 PM  
**To:** Sonica Bruce <SBruce@PSC.STATE.FL.US>  
**Subject:** RE: Water Oak SARC - General Customer Question

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

Yes, please see below for the available consumption information for those meters. It appears that they were not billed because their meters did not record any use.

Amr No.	Consumer Name	Address	Billing No	No. Of Days	No Of Consumption Days	Begin Period - Reading Date	End Period - Reading Date	Average daily consumption	Total Consumption
1885-000002	Common area Admin Office (2)	9010B	0	365	365	1/1/2024 16:34	12/31/2024 16:19	0	0
1885-000004	Back Gate East	9013	0	365	365	1/1/2024 10:07	12/31/2024 17:44	0	0
1885-000011	225 Magnolia Dr. (Model)	11	10070715	365	0	7/27/2022 23:48		0	0
1885-000292	637 Hickory Hill (Irrigation)	328 I	0	365	365	1/1/2024 13:56	12/31/2024 17:08	0	0
1885-001624	409 Fowler Lane (Bathroom)	3300		365	0	7/22/2025 13:56	7/22/2025 13:56	0	0
1885-001625	409 Fowler Lane (Irrigation)	3300-I		365	0	7/21/2025 15:06	7/21/2025 15:06	0	0

**Daniel J. McGinn** | Special Counsel  
Jones Walker LLP  
D: 850.214.5105  
[dmcginn@joneswalker.com](mailto:dmcginn@joneswalker.com)

**From:** Sonica Bruce <[SBruce@PSC.STATE.FL.US](mailto:SBruce@PSC.STATE.FL.US)>  
**Sent:** Wednesday, March 4, 2026 11:36 AM  
**To:** McGinn, Daniel <[dmcginn@joneswalker.com](mailto:dmcginn@joneswalker.com)>  
**Cc:** Shannon Hudson <[SHudson@PSC.STATE.FL.US](mailto:SHudson@PSC.STATE.FL.US)>  
**Subject:** [EXTERNAL] RE: Water Oak SARC - General Customer Question

Thank You so much. However, according to data provided in the audit, there are a few general service customers that were not billed. Can you please find out why those customers were not billed. The account numbers are the following:  
1885-000002 – The Common Are Admin Office (2)  
1885-000004 – Back Gate East  
1885-000011 – 2225 Magnolia Dr  
1885-000292 – Hickory Hill (Irrigation)  
1885-001624 & 1885-001625 – 409 Fowler Lane Irrigation & bathroom

**From:** McGinn, Daniel <[dmcginn@joneswalker.com](mailto:dmcginn@joneswalker.com)>  
**Sent:** Wednesday, March 4, 2026 11:15 AM  
**To:** Sonica Bruce <[SBruce@PSC.STATE.FL.US](mailto:SBruce@PSC.STATE.FL.US)>  
**Cc:** Shannon Hudson <[SHudson@PSC.STATE.FL.US](mailto:SHudson@PSC.STATE.FL.US)>  
**Subject:** RE: Water Oak SARC - General Customer Question

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

Good morning,

The Utility reviewed its records and determined that the general service gallonage for the test year was 197,780. The Utility is in the process of investigating potential causes for the levels of unaccounted-for water, including meter accuracy, and will endeavor to address any actionable findings in a timely manner.

If there are any other questions, please let me know and we'll do what we can to assist.

Best,  
-Daniel McGinn

**Daniel J. McGinn** | Special Counsel  
Jones Walker LLP  
D: 850.214.5105  
[dmcginn@joneswalker.com](mailto:dmcginn@joneswalker.com)

---

**From:** Sonica Bruce <[SBruce@PSC.STATE.FL.US](mailto:SBruce@PSC.STATE.FL.US)>  
**Sent:** Wednesday, March 4, 2026 9:30 AM  
**To:** McGinn, Daniel <[dmcginn@joneswalker.com](mailto:dmcginn@joneswalker.com)>  
**Cc:** Shannon Hudson <[SHudson@PSC.STATE.FL.US](mailto:SHudson@PSC.STATE.FL.US)>  
**Subject:** [EXTERNAL] RE: Water Oak SARC - General Customer Question

Good Morning McGinn,

Thank you so much for reaching out to me regarding staff's request. Staff had been in contact with Ms. Herndon in an attempt to confirm the total general service gallons for the test year. The general service gallons reported in the audit is

190,283, which appears to be low for irrigation. Can you please provide the total number of general service gallons for the test year? The recommended issues were due yesterday and it is imperative that we receive this information today. Thank you so much!

**From:** McGinn, Daniel <dmcginn@joneswalker.com>  
**Sent:** Wednesday, March 4, 2026 9:11 AM  
**To:** Sonica Bruce <SBruce@PSC.STATE.FL.US>  
**Subject:** Water Oak SARC - General Customer Question

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

Good morning,

Our firm represents Water Oak in the current SARC matter before the Commission, and Ms. Scott reached out to me this morning to let me know that your team has been attempting to contact both her and Ms. Herndon in an attempt to resolve a question that Staff would like to address before submitting its recommendation for review.

Please let me know the specifics of the question and I will work with the Utility to provide what we can. We recognize that Staff is on a tight deadline and appreciate your patience, and we will do all that we can to get an answer to you quickly.

Thank you,  
-Daniel McGinn

**Daniel J. McGinn**  
Special Counsel  
D: 850.214.5105  
dmcginn@joneswalker.com



Jones Walker LLP  
106 East College Ave, Ste 1200  
Tallahassee, FL 32301  
**joneswalker.com**