

# To whom it may concern

Dear PSC

This is in regards to docket number #20250088 – WU, Sun communities financial LLC d/b/a Water Oak utility

After your meeting on April 7, I wanted to share my comment with you so that you would also have this prior to your next meeting in 30 days.

Thank you,

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# Dear PSC

Regarding docket # 20250088

Sun community financial LLC dba Water Oak utility

I would just like to share my thoughts on this.

I am new here and I am sorry this wasn't sent first time around.

From what I've seen and heard

there are several people who have lived & live here for many many years that have never paid a water bill due to the fact their meters are not reading any usage. There has been no audit. No checking of any kind. Sun Community just wants the increase to take care of their financial loss instead of fixing the problem. That should not be allowed nor should it be legal.

One person I know of has told the office over three times and nothing was done for years.

Let's just take for example you say 72 homes for the difference in the testimony in court.

72 homes let's say at \$40 a month \$480 a year per Home is almost \$35,000 a year that Sun community did not get paid for water usage for years.

Rumor has it, It's closer to 250 + homes not paying for water.

Everyone in here should not be punished for Sun communities failure to make sure things work properly.

They should make sure everyone's meter is working correctly. Give it 6 months to a year and they will be back on the basis they need to be collecting.

Sun Community doesn't not need to take somebody who pays \$40 a month and increase their water to \$110 a month, again is not fair because of there negligence to not make sure things are working properly in here for years!! Also, all the meters that are not working Sun Community will still continue to lose money because many many residents aren't paying for it. The problem needs to be fixed before the increase should happen!!

I would hope that the PSC would make Sun Community take care of these issues before they increase everybody's rates.

I believe if everybody's meters were working correctly and they were receiving the additional \$35,000 + per year for the last few years they would not even be asking for this increase.

This is truly Sun Community's mistake and they should not be allowed to increase 175%. I can understand 10/15 % because there was no increase for so many years, but again they did it , this is uncalled for due to Sun Community's neglect.

Sun Community should not punish the residents for their mistakes.

And when Sun Community finish building up on top, think of all that extra money coming in or unless their meters don't work just saying, and they wonder where they're losing water!

In summary, I would hope That the PSC would not allow water oak utilities, sun community to raise the water rates until they have checked every meter in this community and that they are working correctly or the problem will still continue. Some will pay outrageous amounts some will pay nothing.

Regular utility companies check meters all the time, sun community / water Oak utilities should not be allowed to manage our Water and community If they are not maintaining the meters properly for years. The financial loss should be put on Sun community for lack of maintenance and looking into the problem when more water is going out, than they are getting paid for, huge red flag that they never took care of and want us to take care of their bill. Very sad Sun Community is a huge corporation, perhaps a utility company should take over or Sun Community needs to put new rules and regulations in place or people.

Thank you,

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