

**Bendria Fugnole**

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**From:** Ellen Plendl  
**Sent:** Friday, April 17, 2026 12:33 PM  
**To:** Consumer Correspondence  
**Subject:** RE: Docket No. 20250088  
**Attachments:** FW: Message from CSBizhub2

See attached customer correspondence for Docket No. 20250088.

## Bendria Fugnole

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**From:** Cimmino-Lynn, Martha <Martha.Cimmino-Lynn@eog.myflorida.com>  
**Sent:** Friday, April 17, 2026 10:30 AM  
**To:** Ellen Plendl  
**Subject:** FW: Message from CSBizhub2  
**Attachments:** 1097882-schiegner-outgoing-ml.pdf; 1097882-schiegner.pdf

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

Please find attached email received and responded to by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn  
Office of Citizen Services  
Executive Office of the Governor

**From:** CSBizhub2@eog.myflorida.com <CSBizhub2@eog.myflorida.com>  
**Sent:** Friday, April 17, 2026 8:14 AM  
**To:** Cimmino-Lynn, Martha <Martha.Cimmino-Lynn@eog.myflorida.com>  
**Subject:** Message from CSBizhub2

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.



RON DESANTIS  
GOVERNOR

STATE OF FLORIDA

# Office of the Governor

THE CAPITOL  
TALLAHASSEE, FLORIDA 32399-0001

www.flgov.com  
850-717-9418

April 17, 2026

Ms. Dinah Schiegner  
522 Rahm Way  
Lady Lake, Florida 32159

Dear Ms. Schiegner:

Thank you for contacting Governor Ron DeSantis. We are sorry to hear of your difficulties and appreciate the opportunity to respond to your letter.

The Public Service Commission is an arm of the legislative branch of government and regulates certain public utilities in Florida. To ensure they are aware of your concerns, I forwarded a copy of your letter to PSC for their review. If you want to contact PSC directly, please use the information provided below.

Individuals age 60 and older, or who have disabilities, may wish to contact the Elder Helpline Information and Assistance service at 1-800-96-ELDER (1-800-963-5337). The Elder Helpline offers information regarding elder services and resources available within each Florida county. All Elder Helplines can also be accessed through the Florida Telecommunication Relay System at 1-800-955-8771 for TDD, or 1-800-955-8770 for voice calls.

Thank you again for contacting Governor Ron DeSantis.

Sincerely,

A handwritten signature in blue ink that reads "Martha Lynn".

Martha Lynn  
Office of Citizen Services  
Executive Office of the Governor

ML/cas

cc: Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850  
Telephone: (850) 413-6100



April 1, 2020

The Honorable  
Governor, State  
Office of the Governor  
The Capitol, 400  
Tallahassee, Florida

RE: Urgent Request  
Elderly, Fixed-Income  
Finance, LLC d/b/a  
Lake County, Florida

Dear Governor DeSantis

My name is Dinah  
Homeowners Association  
more than 1,300 retired  
living on fixed incomes  
hands of their own land

I am a retired Registered  
Harrisburg Prosecutors Office  
work-related death claims attorney  
assure you, Governor, that  
not going away.

The utility seeking this increase  
Communities is not simply our  
collects our monthly lot rent is  
more than double our water bill  
a corporate giant to extract maximum

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4/23/26  
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## WATER OAK ESTATES HOMEOWNERS ASSOCIATION

Water Oak Estates | Lady Lake, Lake County, Florida | 55+ Land-Lease Retirement Community

April 1, 2026

**The Honorable Ron DeSantis**

Governor, State of Florida

Office of the Governor

The Capitol, 400 S. Monroe Street

Tallahassee, Florida 32399-0001

**RE: Urgent Request for Executive Attention — Predatory Water Rate Increase Targeting Elderly, Fixed-Income Residents of a 55+ Land-Lease Community Sun Communities Finance, LLC d/b/a Water Oak Utility Florida PSC Docket No. 20250088-WU | Lady Lake, Lake County, Florida**

Dear Governor DeSantis,

My name is Dinah Schiegner, and I serve as Vice President of the Water Oak Estates Homeowners Association in Lady Lake, Lake County, Florida. I write to you today on behalf of more than 1,300 retired men and women who call Water Oak Estates home — elderly residents living on fixed incomes who are facing a proposed water rate increase of 175.17 percent at the hands of their own landlord.

I am a retired Registered Nurse and a retired Attorney. I have worked in the Philadelphia and Harrisburg Prosecutors Offices, handling fraud and workers compensation cases, including the work-related death claims arising from the September 11th attacks. I say this not to impress, but to assure you, Governor, that I understand the law, I understand exploitation when I see it, and I am not going away.

The utility seeking this increase is Sun Communities Finance, LLC d/b/a Water Oak Utility. Sun Communities is not simply our water company — it is also our landlord. The same corporation that collects our monthly lot rent is now asking the Florida Public Service Commission for permission to more than double our water bills as well. This is not a coincidence. This is a calculated strategy by a corporate giant to extract maximum revenue from a captive population of elderly retirees who

have no alternative water source and no ability to simply move.

The enclosed summary document details who we are, what Sun Communities is attempting to do the serious legal and factual deficiencies in their rate application, and the specific relief we are demanding from the Florida PSC. We have already filed a formal Petition with the Commission under Docket No. 20250088-WU. We are now respectfully requesting that your office take notice of this matter and use the full weight of the Governor's authority to ensure that the Florida PSC fulfills its statutory mandate to protect Florida's most vulnerable consumers.

Governor DeSantis, you have built your administration on the principle that Florida stands up for its people — against government overreach, against corporate exploitation, and against those who prey on the powerless. The residents of Water Oak Estates are asking you to stand up for them today.

We respectfully request a response from your office and, if possible, the intervention of the Governor's Citizen Services unit on our behalf. We are happy to provide any additional documentation, testimony, or information your office may require.

With deepest respect and sincere urgency,

  
Water Oak Estates HOA Board of Directors  
Water Oak Estates, Lady Lake, Lake County, Florida

April 1, 2026

Enclosure: Water Oak Estates — Full Community Summary and Statement of Findings  
Copy: Florida PSC Docket No. 20250088-WU | Office of Public Counsel, State of Florida

## WATER OAK ESTATES HOMEOWNERS ASSOCIATION

Water Oak Estates | Lady Lake, Lake County, Florida | 55+ Land-Lease Retirement Community

April 1, 2026

**The Honorable Ron DeSantis**

Governor, State of Florida

Office of the Governor

The Capitol, 400 S. Monroe Street

Tallahassee, Florida 32399-0001

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**Water Oak Estates HOA Board of Directors**

Water Oak Estates, Lady Lake, Lake County, Florida

April 1, 2026

*Enclosure: Water Oak Estates — Full Community Summary and Statement of Findings  
Copy: Florida PSC Docket No. 20250088-WU | Office of Public Counsel, State of Florida*

## WATER OAK ESTATES HOMEOWNERS ASSOCIATION

Water Oak Estates | Lady Lake, Lake County, Florida | 55+ Land-Lease Retirement Community

### **WATER OAK ESTATES — COMMUNITY SUMMARY AND STATEMENT OF FINDINGS**

Submitted to the Office of Governor Ron DeSantis | April 1, 2026

Florida PSC Docket No. 20250088-WU

#### **SECTION I — WHO WE ARE: WATER OAK ESTATES, LADY LAKE, FLORIDA**

Water Oak Estates is a 55-and-older land-lease retirement community located in Lady Lake, Lake County, Florida — in the heart of Central Florida's renowned retirement corridor. Our community is home to more than 1,300 residents, all of whom are at least 55 years of age, and the majority of whom are well into their retirement years.

Our neighbors are retired teachers, nurses, veterans, factory workers, small business owners, and civil servants. They are widows and widowers living alone. They are couples who saved their entire working lives to afford a safe, peaceful place to spend their retirement. They chose Water Oak Estates because it offered stability, community, and an affordable quality of life.

These are not wealthy people. They live on fixed incomes — Social Security benefits, modest pensions, and carefully managed savings. Their budgets are tight, their financial reserves are limited, and their ability to absorb sudden, dramatic cost increases is essentially nonexistent. A substantial and unexpected increase in a basic necessity such as water does not represent an inconvenience for these residents. It represents a genuine threat to their financial security and their ability to remain in their homes.

As a land-lease community, residents own their homes but lease the land beneath them from Sun Communities Finance, LLC. This structure is governed by Chapter 723, Florida Statutes — the Florida Mobile Home Act — which provides specific legal protections for residents of land-lease communities, including strict limitations on what a landlord may charge separately from lot rent. Our community is entitled to every protection that Chapter 723 affords, and we intend to hold Sun Communities to those protections in full.

#### **SECTION II — THE GOLIATH: SUN COMMUNITIES FINANCE, LLC**

Sun Communities Finance, LLC is a wholly-owned subsidiary of Sun Communities, Inc. — one of the largest owners and operators of manufactured housing communities and RV resorts in the United States. Sun Communities, Inc. is a publicly traded real estate investment trust listed on the New York Stock Exchange. It operates hundreds of communities across North America and manages billions of dollars in assets.

In Water Oak Estates, Sun Communities Finance, LLC wears two hats simultaneously — a dual role that is both legally troubling and practically devastating for residents:

First, Sun Communities is our landlord. It owns the land beneath every home in Water Oak Estates and collects monthly lot rent from every resident. That lot rent is substantial, and under the residents' lease agreements, it is understood to cover the infrastructure and amenities of the community — including the water system.

Second, Sun Communities operates our water utility under the name Water Oak Utility. As a Class C water-only utility under the jurisdiction of the Florida Public Service Commission, it is the sole provider of water service to every resident of Water Oak Estates. Residents have no alternative. They cannot choose a different water company. They cannot opt out. They are entirely captive.

This dual role — landlord and utility — gives Sun Communities Finance, LLC an extraordinary and dangerous degree of financial control over the lives of our residents. There is no independent party protecting residents on either side of that equation. Every decision Sun Communities makes about rent and water rates is made in the interest of Sun Communities — not in the interest of the more than 1,300 elderly men and women who depend on them.

It is within this context of unchecked corporate power and captive elderly residents that Sun Communities Finance, LLC filed an application with the Florida Public Service Commission on June 23, 2025, seeking permission to raise water rates by 175.17 percent.

**One hundred and seventy-five percent. More than double. Against retired people. On fixed incomes. With no ability to walk away.**

### SECTION III — FINDINGS OF FACT

The Water Oak Estates HOA Board has conducted a thorough review of Sun Communities Finance, LLC's rate application filed in PSC Docket No. 20250088-WU. Our review has uncovered five serious findings, each supported by the Utility's own records and applicable Florida law.

**Finding No. 1 — Unlawful Double-Charging in Violation of Chapter 723, Florida Statutes**

The residents of Water Oak Estates pay monthly lot rent to Sun Communities Finance, LLC. That lot rent contractually covers the infrastructure of the community, including the water system, distribution pipes, and related equipment. Section 723.031, Florida Statutes, expressly prohibits a landlord operating a land-lease community from charging residents separately for services or infrastructure already included within the lot rental amount.

Sun Communities Finance, LLC is now seeking to bill those same residents a second time for the very same water infrastructure already covered by their lot rent. This constitutes an unlawful double charge in direct violation of Chapter 723, Florida Statutes — the statute enacted by the Florida Legislature specifically to protect residents of land-lease communities such as Water Oak Estates.

*Legal Reference: Section 723.031, F.S. (Rental agreement requirements); Section 723.037, F.S. (Lot rental amount increases).*

#### **Finding No. 2 — Irreconcilable Conflict of Interest**

The Florida PSC is charged by law with ensuring that utility rates are just and reasonable. That standard cannot be met when the entity seeking the rate increase is the same entity that serves as landlord to every customer it proposes to charge. Sun Communities Finance, LLC controls both the rent and the water rates for every resident of Water Oak Estates. No independent third party has verified the allocation of costs between the Utility's water operations and Sun Communities' landlord operations. The integrity of every number submitted in this rate application is therefore fundamentally compromised.

*Legal Reference: Section 367.081(2)(a), F.S. (Rates must be just, reasonable, and not unduly discriminatory); Section 367.121, F.S. (Commission authority to investigate and protect ratepayer interests).*

#### **Finding No. 3 — Systematic Failure to Address Broken Meters; Reliance on Corrupted Data**

Multiple residents of Water Oak Estates reported broken and malfunctioning water meters to the Utility. Those reports were ignored. The Utility then relied upon meter-based consumption data — data it knew or should have known to be inaccurate — as the evidentiary foundation for its proposed rate increase. A rate application built upon corrupted data cannot satisfy the evidentiary standard required for PSC approval under Florida law. Furthermore, residents who were overbilled as a result of broken meters have received no acknowledgment, no refund, and no remediation from the Utility.

*Legal Reference: Section 367.111, F.S. (Utility service quality obligations); Florida Administrative Code Rule 25-30.335 (Meter testing and maintenance).*

#### **Finding No. 4 — Material Discrepancy in Reported Customer Count**

Sun Communities Finance, LLC reported a residential customer count of 1,265 in its rate application. Independent verification by the HOA establishes that the actual number of

residential customers served is 1,337 — a discrepancy of 72 customers, representing approximately 5.7 percent of the reported base. Customer count is a foundational variable in utility rate design. An understated customer count artificially concentrates costs across a smaller denominator, producing a higher proposed rate than the verified customer base would justify. This error — whether accidental or intentional — is material and must be corrected.

*Legal Reference: Section 367.081(2), F.S. (Rates must be based on accurate, verified cost-of-service data); Section 367.0814, F.S. (Staff-assisted rate case requirements).*

**Finding No. 5 — Proposed Rate Increase is Excessive, Unjust, and Unsupported**

The proposed 175.17 percent rate increase is not supported by honest, verified data. The Utility's rate application contains overstated operating expenses, unverified cost allocations, misclassified expense categories, and inaccurate tax figures. PSC Staff has already identified and reduced a number of the Utility's claimed expenses during its review. Despite those reductions, the proposed increase remains far in excess of what the Utility's legitimate, verified cost of service would justify. The PSC has granted temporary rates reflecting this increase — meaning our residents are being charged more than double their previous rates right now, today, while this proceeding remains unresolved.

*Legal Reference: Section 367.081(1), F.S. (All rates shall be just, reasonable, and compensatory); Section 367.081(8), F.S. (Mandatory rate reduction after four years); Section 367.0814(6), F.S. (Financial security requirements for temporary rate collections).*

## SECTION IV — OUR DEMANDS

The Water Oak Estates HOA Board has filed a formal Petition with the Florida PSC under Docket No. 20250088-WU, demanding the following seven specific actions:

**Demand No. 1 — Immediate Suspension of Temporary Rates:**

The PSC must immediately suspend or reconsider its grant of temporary rates reflecting the 175.17 percent increase, pending a full and independent review of the deficiencies identified herein.

**Demand No. 2 — Formal Investigation of Double-Charging Violation:**

The PSC must open a formal investigation into whether the Utility's proposed rate structure violates Section 723.031, Florida Statutes, by charging residents separately for infrastructure already covered by their lot rental agreements.

**Demand No. 3 — Full Independent Audit:**

The PSC must order a complete, independent audit of the Utility's cost-of-service data, including the allocation of shared costs between water operations and landlord operations, the accuracy of all expense categories and tax figures, and the integrity of meter-based consumption data.

**Demand No. 4 — Corrected Customer Count:**

The PSC must require the Utility to submit a verified customer count of 1,337 and recalculate all rate design components accordingly.

**Demand No. 5 — Meter Remediation and Resident Refunds:**

The PSC must order the Utility to inspect, repair, or replace all malfunctioning meters and provide refunds to any resident overbilled as a result of meter failure, consistent with FAC Rule 25-30.335.

**Demand No. 6 — Financial Security for Temporary Rate Collections:**

The PSC must require the Utility to post adequate financial security, including interest, to guarantee full refund capability consistent with Section 367.0814(6), Florida Statutes.

**Demand No. 7 — Denial or Substantial Reduction of the Rate Increase:**

The PSC must deny the proposed 175.17 percent rate increase in full, or substantially reduce it to a level consistent with the Utility's verified, legitimate cost of service — and nothing more.

## SECTION V — OUR REQUEST TO THE GOVERNOR'S OFFICE

We respectfully request the following from the Office of Governor Ron DeSantis:

- That the Governor's office take official notice of the predatory rate application filed against the elderly residents of Water Oak Estates under PSC Docket No. 20250088-WU.
- That the Governor's Citizen Services unit engage with the Florida PSC on behalf of our residents and monitor this proceeding for compliance with the consumer protection mandate of Chapter 367, Florida Statutes.
- That the Governor's office investigate whether the dual landlord-utility role of Sun Communities Finance, LLC represents a systemic threat to residents of land-lease communities across the State of Florida, and whether legislative or regulatory remedies are warranted.
- That the Governor communicate directly with the Florida PSC the expectation that the Commission fulfill its statutory obligation to protect Florida's most vulnerable utility customers — our elderly, fixed-income retirees.

**The residents of Water Oak Estates did everything right. They worked hard, saved carefully, and chose a community where they hoped to live out their retirement years with dignity and peace of mind. They deserve the protection of Florida law -- and the attention of Florida's Governor. We are counting on you.**

Respectfully submitted,

**Water Oak Estates HOA Board of Directors**

Water Oak Estates, Lady Lake, Lake County, Florida

April 1, 2026

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Florida PSC Docket No. 20250088-WU | Water Oak Estates HOA Board of Directors | Lady Lake, Lake County, Florida | April 1, 2026

This document does not constitute legal advice. Submitted for executive attention to the Office of Governor Ron DeSantis, State of Florida.



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