

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 27, 2026

**TO:** Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

**FROM:** Ailynee Ramirez-Abundez, Public Utility Analyst II, Division of Engineering

**RE:** Docket No. 20250088-WU - Application for staff-assisted rate case in Lake County by Sun Communities Finance, LLC d/b/a Water Oak Utility.

---

*ARA TTT*  
*MR*

Please place the attached email regarding "Water Oak's Response to Staff's Additional Questions," in the docket file referenced above.

ARA/pz

Attachment

**From:** [McGinn, Daniel](#)  
**To:** [Ailynnee Ramirez-Abundez](#); [Takira Thompson](#); [Marissa Ramos](#)  
**Cc:** [John Wharton](#)  
**Subject:** RE: (DN 20250088-WU) Water Oak Additional Questions  
**Date:** Tuesday, April 21, 2026 9:03:09 AM  
**Attachments:** [image001.png](#)

---

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

Good morning,

Please find the utility's responses to your inquiries below:

1. Refer to document no. 01428-2026. Water Oak provided an updated in-service date of April 3rd for the Generator and Automatic Transfer Switch Installation proforma project. Please indicate if this proforma project has gone into service. If not, when is the expected in-service date?

**Response:** The generator and automatic transfer switch were installed on March 31, 2026. The utility is currently waiting on DEP to approve the engineering aspects of the fuel tank. Upon approval, DEP will inspect the system to allow the generator to come online. Expected in service date is before 5/31/2026, but this date is conditioned on DEP completing its evaluations in a timely manner.

2. Refer to Water Oak's response to staff's fourth data request, no. 7. Please indicate if the Utility has begun its meter accuracy evaluation. If so, identify when the utility began its evaluation, and provide the results of the evaluation. If not, explain why.

**Response:** The utility initiated an ongoing meter accuracy evaluation program with enhanced verification procedures, aligned with guidance from the Florida Public Service Commission and Florida Rural Water Association.

Meters are flagged for inspection either through customer inquiries regarding billing concerns or system-generated alerts (high/very high consumption, non-advancing, or non-transmitting meters). When a meter is flagged, maintenance staff perform various field checks, including a 5-gallon bucket test to verify accuracy, a magnet/transponder test to confirm connectivity, and a data read from the gateway to validate transmission. All results are documented for audit purposes.

The utility also upgraded system infrastructure with an additional gateway and are transitioning to improved transponder technology to enhance data reliability. Staff received training in leak detection and system monitoring, supporting proactive identification of abnormal usage. Recent audits indicate some customers exceed the typical baseline of 3,000 gallons per month. To address this finding, the utility is engaging directly with customers to review usage, identify potential leaks or high-use practices, and provide conservation guidance.

The utility will continue monitoring, documenting, and refining these processes to ensure ongoing compliance and accuracy.

3. Please identify the estimated age of the 24 customer meters that the utility replaced, and the estimated age of the remaining customer meters.

**Response:** All meters were installed in 2020.

4. Please indicate if water used for irrigation at unsold properties is metered. If not, how is irrigation water use accounted for?

**Response:** Yes, and irrigation is metered at each home site.

5. Please indicated if Water Oak residential customers have separate irrigation meters. If not, how is residential irrigation water use accounted for.

**Response:** Water Oak has 8 residential customers who have a separate irrigation meter. The remaining residential customers are metered using the residential water meter.

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



Jones Walker LLP  
106 East College Ave, Ste 1200  
Tallahassee, FL 32301  
[joneswalker.com](http://joneswalker.com)