

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Tuesday, July 7, 2026 8:40 AM
To: Charla Underwood
Cc: Consumer Contact
Subject: RE: Docket No. 20250122-WS, Sun Communities Acquisitions, LLC d/b/a Buttonwood Bay Utilities

Good Morning,

We will be placing your comments below in consumer correspondence in Docket No. 20250122, 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

PLEASE NOTE: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your email message may be subject to public disclosure.

-----Original Message-----

From: Charla Underwood <charla.underwood@icloud.com>
Sent: Monday, July 6, 2026 1:23 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket No. 20250122-WS, Sun Communities Acquisitions, LLC d/b/a Buttonwood Bay Utilities

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

To whom it may concern,

I reside at 423 Skylark Dr., Sebring, FL in Buttonwood Bay, a Sun Community. We have received notification of a possible water utility increase and I'm writing to express my concerns. I am in disagreement of an increase as our water issues are a constant concern for not only my household, but the community as a whole.

The water constantly has a foul odor and is discolored with a yellow or brownish tint regularly which leaves rings in toilet's and sinks. At times when showering the water has the same foul odor. We have very little pressure in the summer months when population is lower in our community so you can imagine what winter months are like with full capacity.

The taste of the water is horrible and we had to purchase a reverse osmosis system and have it installed in our home, at our cost, in order to drink the water. My dogs won't drink from the tap so they get the filtered water also.

We have very hard water also.

My household is on a limited/budgeted income and the increase proposed is outrageous and could put us in dire straits. For those of us that have chosen Buttonwood Bay to be our full time residence, this unacceptable.

Thank you for your time in reviewing and taking into consideration my concerns and response.

Charla Underwood
Janet Sutton
423 Skylark Dr.
Sebring, FL 33875

Sent from my iPhone