

Nickalus Holmes

From: noreply@psc.state.fl.us
Sent: Tuesday, July 07, 2026 09:21 AM
To: cbbuckland@comcast.net
CC: Consumer Contact
Subject: Docket Number - 20250122-WS

Good Morning, Robert & Carrie Buckland,

We will be placing your comments below in docket correspondence in Docket No. 20250122-WS, and forwarding them to the Office of Consumer Assistance.

Sincerely,

Nickalus Holmes
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
850-413-6770

PLEASE NOTE: Florida has a very broad public record 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 comments may be subject to public disclosure.

From: cbbuckland@comcast.net
Sent: Tuesday, July 07, 2026 08:56 AM
To: Florida Public Service Commission
Subject: Docket Number - 20250122-WS

Description:

Customer Comment Id: 84

Are you a customer of Sun Communities Acquisitions, LLC d/b/a Buttonwood Bay Utilities: Y

Name: Robert & Carrie Buckland

Phone: 5862917006

Email: cbbuckland@comcast.net

Address: 59 Tarpon Dr, Sebring, Highlands, FL 33875

Submit Date: Tuesday, July 07, 2026 08:56 AM

Comment: Our Florida address is at 59 Tarpon Dr in the Buttonwood Bay resort of Sun Community. It has been brought to our attention that Sun Community is requesting a rate hike for our water/sewer usage. This hike seems astronomical for the amount of water/sewer we use. We are only at our home there for 4 months out of the year. We are being billed for the other 8 months and we don't even use the water/sewer during that time period. We have had our home in Buttonwood for over 6 years and during that time we have had multiple water issues such as having to boil our water for drinking, yellow/brown water that I hated to even wash our clothes in, many times when our water was turned off for a few hours while they worked on resolving issues and probably other things that I can't remember right now. In the past our rates have been increased maybe 50 cents a month, but now it looks like they are wanting to increase our rates from \$16.17 per month for 5000 gallons of water to \$35.52. That is ridiculous! Plus they want to increase our sewer rates from \$15.25 to \$21.45. That's per month and we don't even use our water or sewer for 8 of those months. And these rates are based on the minimum which means it could be even higher. It seems that Sun Community is trying to have us pay for something they should've been maintaining all along. We are asking you to look at the facts when making your decision on this controversial rate hike. Please keep in mind that most of us in this community are on fixed incomes and even though we enjoy our Florida home, its becoming harder & harder to rationalize the cost of maintaining it. Thank you for listening to our concerns.