

Nickalus Holmes

From: noreply@psc.state.fl.us
Sent: Tuesday, July 07, 2026 12:45 PM
To: kalown22@gmail.com
CC: Consumer Contact
Subject: Docket Number - 20250122-WS

Good Afternoon, Katherine Lown,

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: kalown22@gmail.com
Sent: Tuesday, July 07, 2026 10:50 AM
To: Florida Public Service Commission
Subject: Docket Number - 20250122-WS

Description:

Customer Comment Id: 85

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

Name: Katherine Lown

Phone: 9085073798

Email: kalown22@gmail.com

Address: 312 Buttonwood Dr, Sebring, Highlands, FL 33875

Submit Date: Tuesday, July 07, 2026 10:50 AM

Comment: The property is an inheritance and was purchased by my parents in 1992, since their passing along with my disabled brothers passing, I only occupy 3 to 4 months a year if that. When unoccupied the only usage of water is for lawn maintenance as required by the community which is minimal. While the property is vacant the household water is turned off and there is no sewer usage. Which comes into question why do the monthly invoices always reflect identical water and sewer usage and not a flat fee for sewer? It should also be noted that the water quality in the park has been subpar for decades. While occupying the only water use is for cleaning and flushing and the whole house filter needs to be frequently changed in order to maintain water pressure. In addition, supplemental shower head filters are used but they do not help much. Fresh water jugs are left in the showers and used for a final rinse to remove excess sediment and chlorine.

Further, the community was supposed to be an affordable 55 + retirement community. But since the REIT took over the leasehold cost in Buttonwood has increased dramatically as well as the community being geared to younger more affluent cliental. I do understand they are a for profit organization but they are placing severe financial hardships on the elderly year-round full timers along with the parttime snowbird seniors who chose Buttonwood as a place to retire or escape the cold winters due to its affordability and rural FL central location. As for myself, the cost of retaining the property for limited usage has become a financial burden and just not worth the convenience factor. I myself am on fixed income and own a home in central NJ which surprisingly runs me less per month than the Buttonwood property and I have the added bonus of a real estate tax deduction along with numerous superior local conveniences.

Lastly, the only communication I received of this proposed increase was via USPS on Tuesday, June 29th which is only 17 days prior to the scheduled meeting and 15 days to meet comment requirements. It seems this is rather short notice considering the majority of residents do not occupy the premises during the off season and may be totally unaware of this proposal and therefore unintentionally forfeit their chance to submit customer comments.

Your consideration of my comments and concerns during your July 16th 2026 meeting would be greatly appreciated.

Regards,

Katherine Lown