

Nickalus Holmes

From: Nickalus Holmes on behalf of Records Clerk
Sent: Tuesday, July 7, 2026 12:51 PM
To: 'PATRICKJUDY LOGAN'
Cc: Consumer Contact
Subject: RE: DOCKET NO. 20250122-WS

Good afternoon

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,
Nick Holmes
Commission Deputy Clerk II
Office of Commission Clerk
Florida Public Service Commission
850-413-6770

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.

From: PATRICKJUDY LOGAN <pjlogan2021@gmail.com>
Sent: Tuesday, July 7, 2026 10:42 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: DOCKET NO. 20250122-WS

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Application for staff-assisted rate case in Highlands County by
Sun Communities Acquisitions, LLC d/b/a Buttonwood Bay Utilities.

DOCKET NO. 20250122-WS

Name Patrick and Judy Logan
Address 623 Skylark Dr. Sebring FL 33875

To submit your comments about this docket to the Florida Public Service Commission, please complete this comment form and return it by mail, or scan and email to the Commission Clerk at clerk@psc.state.fl.us. Correspondence will be placed in the docket file.

CUSTOMER COMMENTS

I strongly oppose the proposed rate increase by Buttonwood Bay Utilities.

I am concerned that many affected customers may not have received proper notice of this proposed rate increase. My household did not receive a letter, and several other residents have indicated they did not receive one either. Customers cannot participate in the process if they are unaware that rates may be increased. Before approving any rate increase, I ask the Commission to verify that all required notices were properly delivered to all affected customers.

Residents are being asked to pay more for a product that many of us believe is already substandard. The water in my home causes significant orange staining on shower curtains, shower walls, and fixtures. It frequently has an unpleasant odor. Because of concerns about water quality, we do not drink the water and must purchase 3 to 4 cases of bottled water every week at our own expense.

It is unacceptable for customers to be asked to fund a rate increase while continuing to experience these conditions.

Buttonwood Bay Utilities has stated that it is losing money. Before any rate increase is approved, I request that the Commission conduct a thorough review of the utility's financial records. Residents deserve to know what profits were earned in the years before the recent water system repairs, how those profits were used, and whether adequate funds were set aside for maintenance and infrastructure improvements.

Customers should not be required to pay for the consequences of poor planning, inadequate maintenance, or management decisions. If the utility was profitable for years before these repairs became necessary, the Commission should carefully examine why customers are now being asked to shoulder additional costs.

Rate increases should be earned through the delivery of safe, reliable, high-quality water service. Based on my experience, Buttonwood Bay Utilities has not met that standard. Until water quality issues are resolved and complete financial transparency is provided, I respectfully request that this rate increase be denied.

Residents deserve clean water, honest accountability, and proof that every reasonable alternative has been exhausted before higher costs are imposed on customers.

Thank you for your consideration.

Judy Logan Patrick Logan