

Nickalus Holmes

From: noreply@psc.state.fl.us
Sent: Tuesday, July 07, 2026 04:48 PM
To: trclark45@gmail.com
CC: Consumer Contact
Subject: Docket Number - 20250122-WS

Good Afternoon, Terry Clark,

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: trclark45@gmail.com
Sent: Tuesday, July 07, 2026 03:26 PM
To: Florida Public Service Commission
Subject: Docket Number - 20250122-WS

Description:

Customer Comment Id: 91

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

Name: Terry Clark

Phone: 4193413249

Email: trclark45@gmail.com

Address: 252 Birch Dr, Sebring, Highlands, FL 33875

Submit Date: Tuesday, July 07, 2026 03:26 PM

Comment: 1. Sun Communities Acquisitions, LLC (d/b/a Buttonwood Bay Utilities) has applied for a substantial rate increase for both water and wastewater services to the residents of Button wood Bay Resort (Sun Outdoors). After trying to understand the material in the Staff Report Docket No 202501122-WS, it appears (to this layman) that the proposed rate increase would result in a 119 % increase for water usage under 5000 gallons per month and 41% for wastewater. This is an exorbitant increase for the residents of Buttonwood Bay, most of which are retired and on fixed incomes. A more phased increase over a number of years (5-10) would be much more fair and doable for the residents.

2. Over the years there have been numerous problems with the water system such as bad taste, bad smell, a lot of particulates in the water itself, and discoloration of the water. When there is a problem, boil notices from the office have been “hit and miss” for the most part. There have also been a number of water pressure issues each year. I have had to put in a whole house filter system for the water and also put a refrigerator with a filter system. We thus run drinking water and ice through the refrigerator or use bottled drinking water. Tap water is used for showers, laundry, and dishes.

3. When we lived on Tapon St, (2013) we used to receive a water quality reports every year in the mail. Since we moved to Birch Dr. (2020) receipt of the water quality reports have been sporadic also.

4. We understand that Sun has made substantial improvements to the system and also in the maintenance of the systems. Our rent has gone up 4-5% every year we have been in the Park. It would seem some of the cost for improvements in the water and wastewater systems should have been absorbed in these lot rent increases also.