

Nickalus Holmes

From: noreply@psc.state.fl.us
Sent: Tuesday, July 07, 2026 04:48 PM
To: jsapple1130@gmail.com
CC: Consumer Contact
Subject: Docket Number - 20250122-WS

Good Afternoon, Janine Apple,

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: jsapple1130@gmail.com
Sent: Tuesday, July 07, 2026 12:48 PM
To: Florida Public Service Commission
Subject: Docket Number - 20250122-WS

Description:

Customer Comment Id: 88

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

Name: Janine Apple

Phone: 9376383616

Email: jsapple1130@gmail.com

Address: 10090 Redbud Street, Sebring, Highlands, FL 33876

Submit Date: Tuesday, July 07, 2026 12:48 PM

Comment: Over the years, Buttonwood Bay (Sun Communities) increased our water rates. However, we still incurred numerous water problems. Residents received park wide phone alerts about the danger of the water. Alerts from Buttonwood Bay warned residents the water was unsafe to use unless boiled. We went to the Buttonwood Bay office with health concern issues and clean water complaints. Due to the numerous negative water issues we have, I feel the large water/wastewater rate increase that Sun Communities is seeking is highly unreasonable.