

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Wednesday, July 8, 2026 10:46 AM
To: Susan Frantz
Cc: Consumer Contact
Subject: RE: Sun Communities Proposal

Good Morning,

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!

Tristan Davis

Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6121

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From: Susan Frantz <sfrantz111@gmail.com>
Sent: Wednesday, July 8, 2026 10:44 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Sun Communities Proposal

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Regarding: Docket No. 20250122-WS, Sun Communities Acquisitions, LLC d/b/a Buttonwood Bay Utilities

To Whom It May Concern,

We have been residents of Buttonwood Bay for the past three years. Our home is located on Birch Drive and we recently received notice of the proposed utility rate increase. We have serious concerns regarding this request and respectfully ask that the following information be considered before any rate increase is approved.

On March 19, 2026, we left our Florida home and returned to Indiana for the season. Before leaving, we completely shut off the water supply to our home. The only water usage during our absence is our irrigation system, which consists of two zones that each run once per week for approximately 20 minutes.

Despite the water being shut off inside our home, our water bill due June 1, 2026 (covering April 1, 2026 through May 4, 2026) reported usage of **1,950 gallons**. Our next bill, due July 1, 2026 (covering May 4, 2026 through June 1, 2026), reported usage of **970 gallons**.

These reported consumption levels appear inconsistent with the limited irrigation occurring at our property. During the same time period, one of our neighbors, whose irrigation schedule is similar to ours, reported using only **20 gallons** while they were also away from their home.

These significant discrepancies raise concerns about the accuracy and reliability of the water metering system. Before any rate increase is considered, we believe it is important to ensure that customers can have confidence that their water usage is being measured accurately and consistently. We respectfully request that the Commission investigate these apparent inconsistencies and consider whether the metering system is functioning properly before approving any proposed rate increase.

Thank you for your time, attention, and consideration of our concerns.

Sincerely,

Michael and Susan Frantz