

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Wednesday, July 8, 2026 12:19 PM
To: carla larsh
Cc: Consumer Contact
Subject: RE: docket 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!

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: carla larsh <clarsh1601@gmail.com>
Sent: Wednesday, July 8, 2026 12:07 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: docket 20250122-WS

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DOCKET NO. 20250122-WS

I HAVE BEEN A RESIDENT OF SUN COMMUNITIES, BUTTONWOOD BAY RESORT IN SEBRING, FLORIDA FOR 16 YEARS. IN THAT TIME, I HAVE EXPERIENCED A GRADUAL DECLINE IN THE WATER:

1. THE WATER CONTINUALLY HAS A SMELL—THAT OF ROTTEN EGGS! BUTTONWOOD BAYS' EXCUSE IS THE WATER LINES ARE OLD. I NEVER DRINK THE WATER FROM THE FAUCETS. I MUST BUY MY DRINKING WATER!!
2. THE WATER FLOW IS VERY INCONSISTENT-USUALLY JUST A TRICKLE ESPECIALLY AT PEAK USE TIMES.
3. BUTTONWOOD BAY REQUIRES LAWNS TO BE IRRIGATED TO REMAIN GREEN(THUS USING MORE WATER]. OFTEN TIMES THESE SPRINKLERS CAUSE A BROWNISH BUILD UP ON THE HOUSE SIDING.
4. IN THE PAST YEAR RESIDENTS EXPERIENCED A MINIMUM OF 14 WATER OUTAGES DUE TO SYSTEM MALFUNCTIONS.
5. OUR BILLS REFLECT SAME USAGE FOR WATER AND SEWER, EVEN THOUGH MUCH WATER IS NOT SEWAGE—IRRIGATION, HOUSE WASHING, VEHICLE WASHING, DRIVEWAY WASHING, PLANT WATERING, ETC.
6. SEASONAL RESIDENTS PAY FOR THE SAME USAGE EVEN WHEN NOT IN THE PARK FOR 6 MONTHS AND SPRINKLERS ARE TURNED OFF.
7. THE SEWAGE LAGOONS ARE SMELLY AND ALWAYS COVERED WITH ALGAE AND WEEDS MAKING IT UNPLEASANT FOR RESIDENTS NEAR THEM.

EVEN WITH ALL THE COMPLAINTS, I WILL SAY THAT SINCE U.S. WATER HAS TAKEN OVER, IT HAS IMPROVED SLIGHTLY. I DO NOT OPPOSE A SMALL RATE INCREASE (BUT NOT 219%), IF IT WILL IMPROVE OUR WATER/SEWAGE. HOWEVER SUN COMMUNITIES HISTORY HAS BEEN TO INCREASE RATES WITH VERY LITTLE TO SHOW FOR THOSE INCREASES. I AM SURE THAT ANY RATE INCREASE FOR WATER/SEWAGE WILL NOT

PROVIDE IMPROVEMENTS EITHER.

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