

Nickalus Holmes

From: noreply@psc.state.fl.us
Sent: Wednesday, July 08, 2026 01:28 PM
To: honeybee12345@sbcglobal.net
CC: Consumer Contact
Subject: Docket Number - 20250122-WS

Good Afternoon, Carole & Jim Seltz,

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: honeybee12345@sbcglobal.net
Sent: Wednesday, July 08, 2026 12:09 PM
To: Florida Public Service Commission
Subject: Docket Number - 20250122-WS

Description:

Customer Comment Id: 95

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

Name: Carole & Jim Seltz

Phone: 8103009448

Email: honeybee12345@sbcglobal.net

Address: 527 Cottonwood Dr, Sebring, Highlands, FL 33875

Submit Date: Wednesday, July 08, 2026 12:09 PM

Comment: We have been coming to Buttonwood Bay Resorts 7 years and seem to have had water problems most of that time. Seems like they were always trying to work out issues like brown/yellow water-water I didn't even want to wash my clothes in let alone drink! So many times over the years water had to be shut off followed by boil water alert! This should not be a continuous problem like it has been.

Most of us are on a limited income and with the yearly rent increase this extreme increase puts more of a burden on us. The water service in this community has been substandard to say the least! I for one will still not drink it as I don't trust it's safe!

The enormous increase in cost is also a factor. This is a 219% increase in the water usage if under 5000 gal per month, increase is higher the more used. It is a 141% increase in wastewater if you use less than 4000 gallons per month.