

Nickalus Holmes

From: Nickalus Holmes on behalf of Records Clerk
Sent: Wednesday, July 8, 2026 1:41 PM
To: 'Katrina Hitchcock'
Cc: Consumer Contact
Subject: RE: Docket NO. 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,
Nick Holmes
Commission Deputy Clerk II
Office of Commission Clerk
Florida Public Service Commission
850-413-6770

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From: Katrina Hitchcock <khitchcock1967@gmail.com>
Sent: Wednesday, July 8, 2026 1:32 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket NO. 20250122-WS

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I am writing to express my concerns regarding the proposed increase in water rates with Sun Resorts & Residences (Buttonwood Bay) Sebring Florida
Many residents are already dissatisfied with the current quality of the water service. The water constantly has a high chlorine smell, low water pressure and an unpleasant taste making it hard to consume. In my household I do not consume the water due to the above mentioned issues. My dog will not drink this water and has not for a few years. Three to four times a week I haul in water from the local Agriculture center for drinking and cooking. This becomes a major nuisance for me constantly having to do this. The community has an osmosis filtration system, however residents have to pay for water through this system. Also there is no guarantee that the filters in such system are maintained properly.
In addition there is a problem with sediment accumulation. A black residue develops around the rim of the toilet and the bathtub. I have questioned myself several times if I should even be bathing in it. This raises concerns about water quality, maintenance of the system, and the overall condition of the infrastructure supplying our homes. I have lived in this community for 5 years and have never received a water test until last week I received one via email which I am sure was done and sent out to suffice the increase and the push back from residents regarding this matter.

Before implementing any increase in water rates, I believe myself and all the other residents deserve answers regarding these water quality concerns, and a specific plan to address them. It is difficult to support paying higher rates for a service that myself and many residents feel is not meeting reasonable expectations for cleanliness, taste, and usability. It is arduous for myself and others to take on another increase for services that we can not use. Many residents live on fixed incomes, it is hard each year to endure the constant high rent increase and now Sun Communities & Residences expects us to pay more for a system they have not properly maintained nor have tried to update the entire infrastructure.

I respectfully request that the above named issues are fully investigated, provide transparency regarding water testing results and highly consider improvements to the water quality system and infrastructure before approving any rate increase.

Thank you for your time and consideration in the important matter. I hope these concerns will be taken seriously and addressed for myself and the many residents of this community.

Sincerely,

Katrina K. Hitchcock
3 Seahorse Dr, Sebring, FL 33875