

Nickalus Holmes

From: noreply@psc.state.fl.us
Sent: Wednesday, July 08, 2026 03:19 PM
To: jonesbob2007@gmail.com
CC: Consumer Contact
Subject: Docket Number - 20250122-WS

Good Afternoon, Robert Jones,

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: jonesbob2007@gmail.com
Sent: Wednesday, July 08, 2026 02:23 PM
To: Florida Public Service Commission
Subject: Docket Number - 20250122-WS

Description:

Customer Comment Id: 99

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

Name: Robert Jones

Phone: 8107510670

Email: jonesbob2007@gmail.com

Address: 439 Swan Drive, Sebring, Highlands, FL 33875

Submit Date: Wednesday, July 08, 2026 02:23 PM

Comment: I have lived here since December 2023. At that time my water had a skunky smell to it, and both toilets were covered with a blackish crust. I installed a "3" filter whole house water filtration unit. After installing the unit the water became a little better. I was told by park owners that they were working on getting the water better. My one year filters only last about 2-3 months. The "white" pre-filter turns dark brown within a couple of months and then the swampy smell comes back. We have had to replace one toilet, our washing machine, and 2 faucets because of the blackish crust buildup. The park management says the water is safe but I wouldn't drink it! Then we have the issue with low or no water pressure. This happens at least 3 times a year. I cannot believe management wants to raise the cost. If we had good potable water, maybe a slight increase each year would be warranted. Personally I feel the company managing the water doesn't seem to know what they are doing. Every time they work on the water we have issues within couple of days. I believe management has made some mistakes and now they want the residents to pay the price. Good water is critical and I believe management should be held accountable for providing it without taking the residents to the cleaners. I was shocked to hear this meeting or hearing was taking place when management knows 75% of the residents are not here in the summer. I hope the commission will have some mercy on the residents and not approve this ridiculous increase. Thank you for listening.