

Nickalus Holmes

From: noreply@psc.state.fl.us
Sent: Wednesday, July 08, 2026 04:23 PM
To: Nancyschulte@sbcglobal.net
CC: Consumer Contact
Subject: Docket Number - 20250122-WS

Good Afternoon, Nancy Schulte ,

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: Nancyschulte@sbcglobal.net
Sent: Wednesday, July 08, 2026 04:21 PM
To: Florida Public Service Commission
Subject: Docket Number - 20250122-WS

Description:

Customer Comment Id: 106

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

Name: Nancy Schulte

Phone: 2623665830

Email: Nancyschulte@sbcglobal.net

Address: 512 Bobwhite Drive , Sebring , Highlands, FL 33875

Submit Date: Wednesday, July 08, 2026 04:21 PM

Comment: I moved to Buttonwood Sun Communities nearly 9 years ago. The water has been putrid to taste and even to smell when you pass by a lawn being irrigated. It had had a slight brownish tint to it. We have had to buy two filter systems to be able to consume it. I have seen a report a few years back thst listed a carcinogen level over the recommendation. Yet I never saw one stating a correction.

So now after 2, yes 2 new filters have been installed, the water remains foul tasting if you drink it out of the tap. The sediment not filtered out causes the toilet's flapper to lime up and it cannot seal. (It is new.) Your representative recommended we take our water softener out because it was causing the water smell to come through.

Now you want us to pay for years of no maintenance and unsatisfactory results. At least have the decency to spread the increase out over 5 years. We are all on fixed incomes.