

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Wednesday, July 8, 2026 4:50 PM
To: 'salcutino'
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!

Tristan Davis
Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6121

PLEASE NOTE: Florida has a very broad public records 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 email message may be subject to public disclosure.

From: salcutino <salcutino@yahoo.com>
Sent: Wednesday, July 8, 2026 4:47 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket No. 20250122-WS

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Please find attached my letter to the Florida Public Service Commission regarding Sun Communities Acquisitions, LLC d/b/a Buttonwood Bay Utilities.

Respectfully,
Salvatore R. Cutino DDS

Sent from my Galaxy

Application for staff-assisted rate case in Highlands County by
Sun Communities Acquisitions, LLC d/b/a Buttonwood Bay Utilities.

DOCKET NO. 20250122-WS

Name SALVATORE: CARRIE CUTINO
Address 43 ANGELFISH DR SEBRING FL 33875

To submit your comments about this docket to the Florida Public Service Commission, please complete this comment form and return it by mail, or scan and email to the Commission Clerk at clerk@psc.state.fl.us. Correspondence will be placed in the docket file.

CUSTOMER COMMENTS

THERE'S PRICE GONGING ANY THEN THERE'S THIS: 219% INCREASE IN WATER AND 141% INCREASE IN SEWER RATES! FOR WHAT, POOR UNRELIABLE SERVICE, BROWN/YELLOW WATER (WE NEVER LET TOUCH OUR LIPS), BOIL WATER ALERTS (WITHOUT PROPER 48 HR TESTING) AND A LACK OF PROPER WATER QUALITY REPORTING TO THE CONSUMERS. IVE MY WIFE AND I HAVE BEEN RESIDENTS AT BUTTONWOOD BAY FOR 5 YEARS NOW AND THERE HASN'T BEEN ONE TIME WE HAVE FELT COMFORTABLE WITH THE WATER QUALITY. INSTEAD WE ALWAYS USE BOTTLED WATER.

I FIND IT VERY DIFFICULT TO UNDERSTAND THIS EXHORBITANT RATE INCREASE GIVEN THE NEGLIGENCE AND LACK OF PROPER MAINTENANCE. SUN COMMUNITIES HAD TO ACTUALLY PROVIDE SIGNIFICANT FUNDINGS TO REPAIR NEGLECTED AND POORLY MAINTAINED EQUIPMENT AT ONE POINT.

NOT ONLY ARE THESE INCREASES UNJUSTIFIED BUT ALSO INSULTING AND INFURIATING.

THESE OUTRAGEOUS INCREASES MUST NOT BE APPROVED OTHERWISE THE COMMISSION WOULD BE REWARDING THIS BEHAVIOR WHERE DOES IT STOP?

Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and / or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such email or correspondence, upon request, for inspection and copying to any Florida citizen or any member of the media.