

Nickalus Holmes

From: noreply@psc.state.fl.us
Sent: Thursday, July 09, 2026 12:31 PM
To: gillianshaffer@att.net
CC: Consumer Contact
Subject: Docket Number - 20250122-WS

Good Afternoon, Gillian Shaffer,

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: gillianshaffer@att.net
Sent: Thursday, July 09, 2026 11:19 AM
To: Florida Public Service Commission
Subject: Docket Number - 20250122-WS

Description:

Customer Comment Id: 127

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

Name: Gillian Shaffer

Phone: 8438578602

Email: gillianshaffer@att.net

Address: 637 Whip poorwill Dr., Sebring, Highlands, FL 33875

Submit Date: Thursday, July 09, 2026 11:19 AM

Comment: I am deeply concerned about the proposed water rate increase, which would raise our bills greatly. We have been told this increase is necessary because of the water company's financial problem, particularly when many of us have experienced ongoing issues with the quality of our water.

For an essential service like water, customers have a reasonable expectation of safe, reliable, and consistently high-quality service. Unfortunately, that has not been my experience. I have been in this park full time since 2014 and have had issues with the water like smelling badly and brown in color. Despite repeated concerns with our water quality, we are now being asked to pay substantially more while some of the underlying problems remain.

You do realize that this is a 55+ resort on fixed incomes or already struggling with rising costs for housing, food, insurance and other necessities. Before imposing such a dramatic increase, the company should demonstrate that it has taken every reasonable step to improve its financial management, control expenses and not make we residents pay for your over runs.

I urge you to carefully reconsider this proposal and that it is fair and justified.

Gillian Shaffer