

Nickalus Holmes

From: noreply@psc.state.fl.us
Sent: Thursday, July 09, 2026 01:37 PM
To: jtpotter30@att.net
CC: Consumer Contact
Subject: Docket Number - 20250122-WS

Good Afternoon, James Potter,

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: jtpotter30@att.net
Sent: Thursday, July 09, 2026 01:24 PM
To: Florida Public Service Commission
Subject: Docket Number - 20250122-WS

Description:

Customer Comment Id: 131

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

Name: James Potter

Phone: 3175068394

Email: jtpotter30@att.net

Address: 621 Buttonwood Dr., Sebring, , FL 33875

Submit Date: Thursday, July 09, 2026 01:24 PM

Comment: My name is James Potter and I have owned a home in Buttonwood Bay since 2013. For most of that time, I have been a seasonal resident ("snowbird"), and I appreciate the opportunity to comment on the proposed utility rate increase in Docket No. 20250122-WS.

I respectfully oppose the proposed increase in water and sewer rates.

While I understand that utilities must recover reasonable operating costs, I do not believe customers should be expected to pay substantially higher rates to cover problems resulting from the utility's own infrastructure issues, deferred maintenance, or management decisions. Residents should not bear the financial burden of correcting problems they did not create.

In addition to my concerns about the proposed rate increase, I have experienced ongoing issues with the quality of the water service. In years past, when I returned to Buttonwood Bay after being away for the summer, it would take nearly a week before the dirt, discoloration, and unpleasant odor cleared from the water system. Because of these conditions, I installed a reverse osmosis filtration system in my kitchen just to have acceptable drinking and coffee water.

This spring, I completed a bathroom remodel with a new walk-in shower and glass doors. Unfortunately, the mineral deposits and residue in the water have already caused the clear glass to appear frosted where the water sprays. In addition, the water leaves dirt deposits in the toilets beyond the normal mineral rings. These are not the conditions customers should expect while being asked to pay dramatically higher utility rates.

I also question the method used to calculate sewer charges. During the summer months, my home's water is completely shut off while I am away. The only water used is for the automatic sprinkler system that irrigates my yard. None of that water enters the sewer system, yet my sewer bill is based on that outdoor water usage as though it had gone through the sewer system. I do not believe this is a fair or accurate method of billing seasonal residents.

According to the Commission's notice, the proposed rates would more than double the cost of water service for many customers, while wastewater charges would also increase substantially. These increases would place a significant burden on the many retirees and residents living on fixed incomes at Buttonwood Bay.

I respectfully ask the Commission to carefully review this application and determine whether these costs are reasonable to pass on to customers. I also ask the Commission to consider the quality of service being provided and whether customers should be expected to pay significantly more when many have experienced ongoing water quality issues and billing practices that appear unfair.

Thank you for your time and consideration of my comments.