

Nickalus Holmes

From: noreply@psc.state.fl.us
Sent: Thursday, July 09, 2026 02:33 PM
To: deby.west@gmail.com
CC: Consumer Contact
Subject: Docket Number - 20250122-WS

Good Afternoon, Debra West,

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: deby.west@gmail.com
Sent: Thursday, July 09, 2026 02:18 PM
To: Florida Public Service Commission
Subject: Docket Number - 20250122-WS

Description:

Customer Comment Id: 132

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

Name: Debra West

Phone: 9376230318

Email: deby.west@gmail.com

Address: 559 Bobwhite Dr, Sebring, Highlands, FL 33875

Submit Date: Thursday, July 09, 2026 02:18 PM

Comment: Hello,

We have been Buttonwood Bay resident since 2023.

We had some very stinky water issues within the first year. After the upgrades and or new water system was either put in or improved on that ceased.

We have not been here as long as many other residents but have heard many, many horror stories about the brown water coming into homes, the sickness it caused to humans and animals.

We have not been here for those many years of bad water so I cannot comment on that. But, I can comment on 2 things I would like to address:

1) due to improvements that often must be made and everyone I think understands that, repairing a problem that from what I understand has been going on for many, many years then taking the cost that took a couple years to seriously address and fix the problem and passing that along to the residents by nearly tripling the water and or sewer cost is absolutely not fair to the residents. Many are on a fixed income due to age, but this cost should be spread out over years to recover the funds sun wants recovered NOT by immediately jumping the gun to triple people bills. There's more than one way to get Sun reimbursed.

Why not a 1 time assessment? 150\$ or something like that from everyone well more than paid for the deficit that Sun feels they have lost.

There are over 1000 homes in this park. End of the 70 to 80% of snowbirds son receives monthly income as they continue to bill people for water and sewer, even though they are not here from anywhere to 3 to 9 months of the year with no water or sewer usage. What do they do with that money? They are actually receiving money and billing people for water and sewer which is not being used even if it's called a minimum charge there's no water sewer usage for several months of the year on almost 80% of the people here

2) the timing of this rate increase meeting?

We moved here from Florida and until a month ago were snow birds but now live here full time.

At this time of year over 75-80% of the people are not even in the park! Why does that matter? Well, due to the fact people are out of state, mail forwarding many people don't receive notices like this either on time or at all.

We have never over the last few years had any issues with forwarding our mail and receiving it.

We did NOT get this letter /notice either in Ohio or here in Florida. This is totally unfair to try and get people to respond in any way when almost 80% aren't here and mail forwarding can get lost.

If it was in the winter, resident mail would come here and they would be notified in a timely manner.

. Thank you for your time and reading these comments,

Debra west