

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, Gordon 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 02:23 PM
To: Florida Public Service Commission
Subject: Docket Number - 20250122-WS

Description:

Customer Comment Id: 133

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

Name: Gordon West

Phone: 9376230318

Email: deby.west@gmail.com

Address: 559 bobwhite dr, Sebring, Highlands, FL 33875

Submit Date: Thursday, July 09, 2026 02:23 PM

Comment: Hello,

My wife and I have been residence Buttonwood Bay since 2023.

We are very concerned in which the manner son is trying to recover cost which from what we understand were much needed to repair or replace a water system. That's safe for drinking. We have made many friendships here and I've heard from many people about the illnesses about how the water looks in their home being brown, black staining clothes, hurting animals, etc. Many horror stories.

Recovering money is part of doing business and most people understand that however, for some problem that has been going on for well over 20 years and only in the last couple has it been replaced or repaired it is extremely unfair to burden the residence that most from fixed income with almost tripling their water bill and sewer bill. Most on fixed income and cannot afford that.

There are so many ways of company can recover if there was even a deficit. They have a minimum bill that they charge everyone no matter whether they're here or not and over 70% of the people aren't here you're around, so what are they doing with that 20 to 30% of money that they're not actually using water or sewer?

And has my wife and I have talked many times the timing of this is very suspicious. Why address this when most people aren't here and may end up with a mail forwarding issue because they may be between states? Why not do it in the winter when this place is almost full? The mail would come directly here to them in the park and they would have proper notice proper time to ask questions. We just moved here from a while and we never got our letter and it never came to Florida either.

This is simply not right how this is being handled and suggested to triple people's water and sewer bill not right at all

Thank you

Gordon west