

Nickalus Holmes

From: noreply@psc.state.fl.us
Sent: Thursday, July 09, 2026 03:44 PM
To: ozzienegron@gmail.com
CC: Consumer Contact
Subject: Docket Number - 20250122-WS

Good Afternoon, Ozzie Negron,

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: ozzienegron@gmail.com
Sent: Thursday, July 09, 2026 03:27 PM
To: Florida Public Service Commission
Subject: Docket Number - 20250122-WS

Description:

Customer Comment Id: 143

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

Name: Ozzie Negron

Phone: 4705497112

Email: ozzienegron@gmail.com

Address: 9835 Swan Lane, Sebring, Highlands, FL 33875

Submit Date: Thursday, July 09, 2026 03:27 PM

Comment: My mother and I have paid full price for bad water. No compensation whatsoever other than a simple "sorry." And, now, a massive rate increase??? No thank you!!! We went for a VERY long time without receiving a bill, and figured it was because of how awful the water was. U.S. Water came into my house and stated that the water so bad that he would ask the office to give me a credit. NOPE! Instead, the office asks for full payment of all bill that were never sent with no credit for bad water. Collectively, this entire community has more than paid for the long overdue upgrades for our water by enduring extensive periods with unacceptable water to drink, cook and bathe while being required to pay the same price as good water. Please do not reward any money to this company that shows a complete lack of decency or care to the members of the Community. Thank you!