

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Thursday, July 9, 2026 4:32 PM
To: CHERYL ARDUS
Cc: Consumer Contact
Subject: RE: Docket No 20250122

Good Afternoon,

We will be placing your comments below in consumer correspondence in Docket No. 20250122, and forwarding them to the Office of Consumer Assistance.

Thank you!

Tristan Davis
Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6121

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-----Original Message-----

From: CHERYL ARDUS <cla9194@verizon.net>
Sent: Thursday, July 9, 2026 4:08 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket No 20250122

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This letter is in response to a letter that is circulating around the resort Sun communities Acquisitions, LLC d/b/a Buttonwood Bay Utilities. I live in this resort and am not understanding how we the residents are liable for the water problems that we encountered living in Sun Communities/Buttonwood Bay. It is not our problem that the park hired companies that did not do repairs on our water system in a timely fashion or a company that had knowledge on what to do. We had boil water notices sent out often over several months. We had to buy bottled water to drink and cook with. Never once did the park give us a break on our utilities that we were not able to use because the water was not safe to drink. It was not even safe enough to use for washing our clothes (stains to clothing) and probably not safe to wash our bodies. Very little information was given to us about why the issue took so long to resolve other than they Sun Communities tried to fix it themselves and hired several companies to fix the problem that took months. Sun communities should be going after the companies that they hired to resolve the problem that did not figure out the solution for several months and at our inconvenience.

The cost to fix the problem should not be paid by the residents, this company is a large corporation that should have stepped up to the plate and solved the water problem long before they did. Why did we have to suffer many months with unsafe water/and not once receive a break in our bill. THEN now to see they want us to pay for their human errors and little knowledge on how to handle a water problem of this magnitude.

I am in a fixed income and this increase will be hard to figure into my monthly expenses.

Please take the time to investigate this situation and make the right decision- Docket No. 20250122-WS- Sun Communities Acquisitions, LLC d/b/a Buttonwood Bay Utilities.

Sincerely,
Cheryl Arduis

If you would like to talk with me I can be reached at

3755 Lynn Dr

Orchard Park, NY 14127

716-949-0377

Winter months address

7 Angelfish dr

Sebring, FL 33875.

Sent from my iPhone