

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Friday, July 10, 2026 8:14 AM
To: Kara Ruczynski
Cc: Consumer Contact
Subject: RE: DOCKET #20250122-WS

Good Morning,

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

PLEASE NOTE: Florida has a very broad public records 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 email message may be subject to public disclosure.

From: Kara Ruczynski <girljustblue@gmail.com>
Sent: Friday, July 10, 2026 7:29 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: DOCKET #20250122-WS

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

I WANT THESE COMMENTS INCLUDED IN THE JULY 16, 2026 10:00AM MEETING FOR SUN COMMUNITIES ACQUISITIONS LL D/B/A BUTTONWOOD BAY UTILITIES

Sent from my iPhone

We are writing to formally submit our objection to the proposed increase in water and sewer rates outlined in your recent letter.

We strongly oppose this increase for the following reasons:

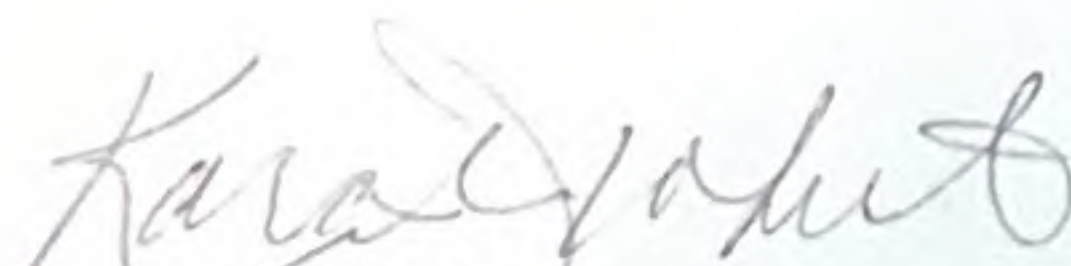
Substandard Water quality: The water services currently provided in our park have consistently been substandard for quite some time. There is constantly a foul odor, low to no pressure, discoloration of toilets, washers, sinks, etc. It is unreasonable to raise rates for a utility that does not meet basic standards of safety and reliability. Due to the water being the way that it is, 3-4 cases of water must be bought personally every week to be able to drink and cook with. Over the past year at least many animals have become sick due to the water, so much so, that most dogs throughout the park will not drink that water that is supposed to not only be safe for human consumption, but for them as well.

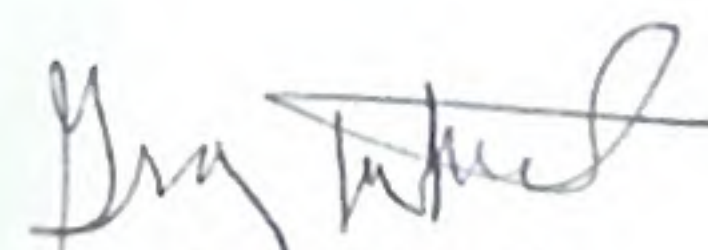
Insufficient Notice: Residents were not given ample time or fair time to review this correspondence and prepare measurable responses prior to the meeting regarding these rates. The park has everyone's address, yet a vast majority of residences here did not receive the proper notification to respond. The lack of adequate notice will prevent residents from properly exercising their rights to be heard.

Lack of Transparency and Verification: Per the Florida Public Service Commission rules and state mobile home protections, residents are entitled to a clear, breakdown of any rate changes or municipal cost pass-through. Management has failed to provide the minimum filing requirement and has failed to show where monies are or have been used to bring the substandard conditions to normal levels.

Before any rate increases are implemented, we are requesting that management provide detailed justification for the rate hike, accompanied by proof that steps are being taken to improve the quality of our water infrastructure.

Please accept this letter as our official protest proposed rate adjustment. It is unfair to expect customers to bear the financial burden of this increase when we have no control over the decision-making process. Rushing this increase through without providing a fair window and explanation for homeowner/renter feedback directly circumvents our rights to the proper due process.


Kara J. Wheat


Greg W. Wheat