

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Friday, July 10, 2026 8:11 AM
To: 'Gale Soares'
Cc: Consumer Contact
Subject: RE: Docket No. 20250122-WS, Sun Communities Acquisitions, LLC

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
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Phone: (850) 413-6121

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

From: Gale Soares <60candyapple@gmail.com>
Sent: Thursday, July 9, 2026 10:07 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket No. 20250122-WS, Sun Communities Acquisitions, LLC

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In regards to the possible water/sewer increase in rates at Buttonwood Bay, Sebring, FL, I disagree with this increase and believe it is not justified because for the last several years that I have been here we have had poor water quality (tea colored that has stained clothing, has damaged dishes, cannot be used for drinking), billing being inconsistent and frequent boil water notices. Sometimes all the people weren't even notified of the boil water notices. On the billing inconsistencies, we were sent a bill in the summer when our sprinkler system was OFF and we were not there for usage of 10,000 gallons. After contacting park management and being told we must have a leak, I asked them to check our home and reread our meter, they called to say "just pay the minimum". How interesting! Then when we returned to the park in The fall, we looked to see that our meter was buried under 15" of sand, so it was impossible to read. And our neighbors meter was under the same sand and was broken. So the utility was just making up a usage and billing for whatever they chose. Sand had not filled that hole in a short time so this must have taken place for a few years but we didn't know until we investigated our meter. Currently one of our neighbors was billed for 20 gallons of water for the month even though their sprinklers are running once a week. That is not possible either.

When we had the tea colored water a couple years ago, I spoke with the contractor that operates the system (US Water) and asked them what was really going on with the system. They told me directly that for several years, they had told the utility that there were problems that needed fixed but that the utility corporation was unwilling to spend the money and

were basically putting a bandage on the problem. They also said the filter on the system was 4 years past due to be changed. They indicated the system needed to be dug up to find all the problems but the corporation did not want to go that route and spend the money.

We also find it very interesting that this increase and the meeting about it is scheduled during off season when most residents are not here. We find that somewhat convenient to the benefit of the utility because residents are not here to attend and many don't know how to voice their complaints. Many did not receive their letters about it. The people who are year round residents are scrambling to contact snowbirds to let them know what they can do to voice their concerns. That is quite a challenge.

I also am aware that a few complaints were filed with the EPA when we had the worst of the water problems.

I also do not feel we should be charged for sewer when we are not in the park off season when the only water we are using is to water the lawns which we are told we have to do. So this past month I used 9,500 gallons of water for my sprinkler system but used no sewer whatsoever, but am still charged for that.

Also residents who are snowbirds that do not have yards to water on the Rv side of the park are paying the minimum for water/sewer for up to 9 months when they are not in the park with no usage at all. That minimum is supposed to be used for maintenance which I feel is not always being done properly without the utility taking shortcuts to save money. We also were unaware that there even was a separate utility company. It was always presented to us that Sun Outdoors was the utility with the park manager representing themselves as in charge of the system.

One more concern, I am aware that for this increase the water quality was tested for 2025. It is true that our water has been better this last year. However, it was not good for years prior to that. We have no confidence in the utility that they will maintain and provide good quality water in the future. I also feel that we, as residents, should not have to pay for the improvements they did make after years of neglecting the system. They should be held responsible for that as we have no control over the system maintenance.

Thank you for your time in reading my concerns. I truly hope this helps the commission decide that we, as residents, should not have to bear the full cost of years of poor maintenance and improper billing.

Gale Soares
343 Birch Drive
Sebring, FL 33875
803-474-6066

Sent from my iPad