

Nickalus Holmes

From: noreply@psc.state.fl.us
Sent: Friday, July 10, 2026 12:03 PM
To: Mdmml@comcast.net
CC: Consumer Contact
Subject: Docket Number - 20250122-WS

Good Afternoon, Marion Lancaster,

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: Mdmml@comcast.net
Sent: Friday, July 10, 2026 10:53 AM
To: Florida Public Service Commission
Subject: Docket Number - 20250122-WS

Description:

Customer Comment Id: 182

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

Name: Marion Lancaster

Phone: 5866120914

Email: Mdmml@comcast.net

Address: 11 Hammerhead Drive, Sebring, Highlands, FL 33875

Submit Date: Friday, July 10, 2026 10:53 AM

Comment: I wish to register a complaint about the Sun Outdoors large water and sewer increase in price. I pay water/sewer bills all year long when I am not using any of these services, Buttonwood has had problems in the park with water service interruptions, low quality and possible dangerous water to drink. In past years when our water was brown/yellow which is what forced Sun Communities to send money to fix a system that hasn't been maintained properly.

We had to boil notices, water quality notices, delays in service and improper bills. The system has outages and mismanagement is also a concern. This enormous increase in cost of 219% increase for a 5000 gal per month is unacceptable. The increases higher the more used. With a 4000 gallons per month is a 141% increase which is also unacceptable.