

Nickalus Holmes

From: noreply@psc.state.fl.us
Sent: Friday, July 10, 2026 02:34 PM
To: lagamba211@gmail.com
CC: Consumer Contact
Subject: Docket Number - 20250122-WS

Good Afternoon, Bernadette LaGamba,

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: lagamba211@gmail.com
Sent: Friday, July 10, 2026 02:30 PM
To: Florida Public Service Commission
Subject: Docket Number - 20250122-WS

Description:

Customer Comment Id: 191

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

Name: Bernadette LaGamba

Phone: 7243165850

Email: lagamba211@gmail.com

Address: 518 WHIP POOR WILL DR, Sebring, Highlands, FL 33875

Submit Date: Friday, July 10, 2026 02:30 PM

Comment: I have spent the past six winters living in Florida. During the first five years, the water quality was absolutely terrible. It had a strong, unpleasant odor, was often yellow in color, and ruined many of my white clothes. I also had to clean the inside of the toilets at least two or three times a week because of the staining. We frequently received boil-water notices, and there were times when Sun Communities assured residents the water was safe when it later turned out that it was not. The ongoing water issues made those first five years extremely frustrating. Sun Communities should have taken care of this problem years ago.