

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Monday, July 13, 2026 8:25 AM
To: 'robert merrill'
Cc: Consumer Contact
Subject: RE: Docket #20250122-ws,Sun

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

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From: robert merrill <mantelmakers@gmail.com>
Sent: Monday, July 13, 2026 7:41 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket #20250122-ws,Sun

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Clerk: Docket No. 20250122-WS, Sun Communities Aquistions,llc d/b/a Buttonwood Bay Utilities

As a resident of Buttonwood Bay I have suffered ongoing dissatisfaction with the water quality over the past years and received no acknowledgement from park management regarding the problem. The water quality has caused undue financial burdens, both in damages and self actions to rectify the problem. The park has a reverse osmosis machine is which they sell us clean drinking water. The smell from the tap has smelled like rotten eggs and the toilet bowl water looked as if the water hadn't been flushed.

Repairs:

1. Diswasher has been replaced 3 times
2. Toilet mechanism failing after 12 months
3. Shower tiles permanently stained

Personal Remedies:

- 1: Pre-filter to remove rust
- 2: Pre-filter to remove odor and smell
- 3: Water softener to reduce hardness
- 4: 5 stage reverse osmosis to make water consumable

Robert Jay Merrill
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