

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Monday, July 13, 2026 8:17 AM
To: Donna
Cc: Consumer Contact
Subject: RE: 20250122

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

From: Donna <dapple41@gmail.com>
Sent: Saturday, July 11, 2026 4:15 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: 20250122

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Sent from my iPad

As a customer of Sun Communities Acquisition, LLC D/B/A Buttonwood Bay Utilities I am writing in response to the letter we received about a rate increase for water and sewer.

We have been snow- birds for nearly 30 years now and we are concerned. First we were in a park for many years that we did not have to pay extra for water and sewer, it was included in our rent. Then we moved to Buttonwood Bay on the RV side and we had to pay for our water and sewer. A few years later we bought a house on the manufactured side and our monthly payment for base rate was \$17.09 a month for both water and sewer in 2013. Now it is \$21.73 a month base rate. We pay the fee whether we are in the park or not, so many months we do not use the utilities. There are many residents that are doing the same thing, so why does the corporation not save the fees not used, but for a rainy day so to speak.

A couple years ago the water was discolored and caused the toilet stools to become stained, also caused our glasses to become milky looking and that did not come out. They are still stained, I talked to Jonathan and gave him one of my

dishes to show the water company. They must have decided something needed to be done to the system and now you seem to think we the residents need to pay for the repairs that we have already paid for. I do not understand, in our own homes we must always be prepared for that rainy day so to speak. No, corporations seem to think they can pass the expenses on to their renters. I also have another question about our water and sewer bills. Each month the usage charge is different. Our May bill was 4500 gallons, June 6400 gallons and July was 7730 gallons and no one is in the home, only the sprinkler system working and it is set the same, so no changes. The same thing happens when we are in the park. Do you just pull a number out of the hat?

Thank you for your time.
Jim and Donna Apple
517 Redwood Drive
Site 1704