

Application for staff-assisted rate case in Highlands County by
Sun Communities Acquisitions, LLC d/b/a Buttonwood Bay Utilities.

DOCKET NO. 20250122-WS

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2026 JUL 13 AM 9:49
COMMISSION
CLERK

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CUSTOMER COMMENTS
THERE'S PRICE GOING UP THEN THERE'S THIS: 219% INCREASE IN WATER AND 141% INCREASE IN SEWER RATES! FOR WHAT, POOR UNRELIABLE SERVICE, BROWN/YELLOW WATER (WE NEVER LET TOUCH OUR LIPS), BOIL WATER ALERTS (WITHOUT PROPER 48 HR TESTING) AND A LACK OF PROPER WATER QUALITY REPORTING TO THE CONSUMERS.
I, MY WIFE AND I HAVE BEEN RESIDENTS AT BUTTONWOOD BAY FOR 5 YEARS NOW AND THERE HASN'T BEEN ONE TIME WE HAVE FELT COMFORTABLE WITH THE WATER QUALITY. INSTEAD WE ALWAYS USE BOTTLED WATER.
I FIND IT VERY DIFFICULT TO UNDERSTAND THIS EXHORBITANT RATE INCREASE GIVEN THE NEGLIGENCE AND LACK OF PROPER MAINTENANCE. SUN COMMUNITIES HAD TO ACTUALLY PROVIDE SIGNIFICANT FUNDINGS TO REPAIR NEGLECTED AND POORLY MAINTAINED EQUIPMENT AT ONE POINT.
NOT ONLY ARE THESE INCREASES UNJUSTIFIED BUT ALSO INSULTING AND INFURIATING.
THESE OUTRAGEOUS INCREASES MUST NOT BE APPROVED OTHERWISE THE COMMISSION WOULD BE REWARDING THIS BEHAVIOR WHERE DOES IT STOP?

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