

Nickalus Holmes

From: noreply@psc.state.fl.us
Sent: Monday, July 13, 2026 10:46 AM
To: mrepella94@gmail.com
CC: Consumer Contact
Subject: Docket Number - 20250122-WS

Good Morning, Michael Repella,

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: mrepella94@gmail.com
Sent: Monday, July 13, 2026 10:29 AM
To: Florida Public Service Commission
Subject: Docket Number - 20250122-WS

Description:

Customer Comment Id: 216

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

Name: Michael Repella

Phone: 6789771330

Email: mrepella94@gmail.com

Address: 551 Birch Dr, Sebring, Highlands, FL 33875

Submit Date: Monday, July 13, 2026 10:29 AM

Comment:

I oppose approval of the proposed rate increase and new tiered rate structure recommended by the Florida Public Utilities Commission as requested by Sun Communities Acquisitions, LLC d/b/a/ Buttonwood Bay Utilities, a wholly owned subsidiary of Sun Communities, Inc. until accurate accounting, system remediation information, and a passing report from the EPA is presented to Sun's customers and the State of Florida for review and analysis.

Water Quality: We have been a customer of Sun Communities since 2020 and have experienced all the issues as reported by others regarding water quality. We tried water filters and finally bought a water softener/conditioner. Sun Communities sells water to their resident Customers for thirty-five cents a gallon from a machine at the Community Center that has been on site prior to our moving into the community. This equates to Sun charging their customers a second time for drinkable water.

A presentation, made at one of meetings on the water quality, by personnel working on the upgrades made the comment that a water filter was replaced that was in service for 4 years.

Sun has been working on the system for 10 years. A comment from the State referenced few complaints. Sun's response was always; we are working on it.

Rent Negotiations: Sun omitted that during previous rent negotiations the Home Owners Association agreed to larger rent increases to cover the cost of repairing the water system. These increases were not acknowledged by Sun Communities in this request for an increase.

Accounting Methods: The Public Services Commission memorandum dated June 23, 2026 included numerous errors that were corrected by the State. Because financial records for the years covering the "Water and Sewer" name are not available for inclusion with the Utilities name change years, the reported income and expenses cannot be verified. An accurate rate adjustment is only guess work until all income sources and expenses are accounted for.