

Nickalus Holmes

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

Good Morning, JOYCE JONES,

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: linda.moline@efgrp.net
Sent: Monday, July 13, 2026 09:43 AM
To: Florida Public Service Commission
Subject: Docket Number - 20250122-WS

Description:

Customer Comment Id: 215

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

Name: JOYCE JONES

Phone: 2314450277

Email: linda.moline@efgrp.net

Address: 319 Cottonwood Drive, Sebring, Highlands, FL 33875

Submit Date: Monday, July 13, 2026 09:43 AM

Comment: Our water quality has been awful in previous years.

We had to buy a reverse osmosis and new filter and bottle water, just to have water in our home. Forget about drinking it from the faucet. All my friends buy bottle water for drinking as well. Many times our water was slightly discolored to the color of tea!!! We also had a "boil" water before using. We were never compensated for any of this inconvenience. We have to use water for our lawns which is mandated by the park because we can get cited if our yards are not up to "par". Sewer and water should not always go hand in hand. Water for the lawns does not go into sewer, it gets soaked up into the ground, but we get billed as if it went into sewage. We resent this increase in water/sewage cost because they don't deserve it. Their service has not been good. I would like to know if the complaint log at our park office has been forwarded to your office. I know there are a lot more people here that expressed the same problems. Again, I think this is an injustice to all of us and a slap in the face.