

Nickalus Holmes

From: noreply@psc.state.fl.us
Sent: Monday, July 13, 2026 11:02 AM
To: wallacepam88@gmail.com
CC: Consumer Contact
Subject: Docket Number - 20250122-WS

Good Morning, Timothy & Pamela Wallace,

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: wallacepam88@gmail.com
Sent: Monday, July 13, 2026 10:48 AM
To: Florida Public Service Commission
Subject: Docket Number - 20250122-WS

Description:

Customer Comment Id: 217

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

Name: Timothy & Pamela Wallace

Phone: 3367088704

Email: wallacepam88@gmail.com

Address: 425 Cottonwood Drive, Sebring, Highlands, FL 33875

Submit Date: Monday, July 13, 2026 10:48 AM

Comment: My husband and I have been seasonal residents since May 2024. One of the first things our neighbors told us was “don’t drink the tap water.” We have to purchase water at the pool area and carry it back to our home, we are getting older and it was becoming more difficult to haul our drinking. At times the smell of chlorine was stronger in our house than it was at the pool.

Over the past 2 winters there have been countless times that we had little or no water pressure. That’s especially inconvenient when showering or while doing the laundry. We have also noted spots and stains on our clothing when removing the laundry from the washer to put it in the dryer and have had to treat said stains and rewash the load. Our toilets have been stained at the water line upon our return in the fall and we have purchased many different products to find something that removes the stain.

We have noticed a smell of septic on the hillside on the east side of the park almost every evening when we tour the park on our golf cart. I can’t imagine having to live in that area of the park having that ongoing issue.

We were hopeful that a lot of these issues would be resolved and the water quality would improve after the “overhaul” of the system in 2024. We were sadly disappointed. While the incidents of no water or reduced pressure have lessened that water is no better than it was before.

We feel that the money Sun Communities spent to “upgrade” should be an expected maintenance cost that our ever increasing monthly rent should more than cover. Sun Communities has spent money on things to make the park more attractive to potential buyers but have put little into the infrastructure and utilities. We feel strongly that Sun Communities is responsible for maintaining and upgrading the facilities and we as residents should not be charged for it in addition to our monthly rent. Please deny their request for the rate increase.