

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Monday, July 13, 2026 11:53 AM
To: phyllis mills
Cc: Consumer Contact
Subject: RE: Docket No. 20250122-WS

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

PLEASE NOTE: Florida has a very broad public records 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 email message may be subject to public disclosure.

From: phyllis mills <phyllis.mills@bellsouth.net>
Sent: Monday, July 13, 2026 11:49 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket No. 20250122-WS

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Name- Gale Conte
Address- 428 Spoonbill Dr, Sebring, FL 33875

Having been a customer of your utility water service for over a decade, I've had problems with the taste, color, and odor of the water, requiring the purchase of drinking water. And constantly having to buy water filters.

Plus we have dealt with low water pressure often and with little or no notification of boil water alerts.

We have observed maintenance employees using residents' water to clean Buttonwood Bay rental properties.

We feel it is unfair to be charged for water and sewer for watering our lawns, which belong to Sun Homes. We are required to do so, or be sanctioned and fined.

At the time of your water increase notice, 60 to 70% of our residents were out of the park. Many have not received their notices in time to respond, due to having mail forwarded and the lack of prompt mail service.