

Nickalus Holmes

From: noreply@psc.state.fl.us
Sent: Monday, July 13, 2026 01:10 PM
To: a1stpaige@aol.com
CC: Consumer Contact
Subject: Docket Number - 20250122-WS

Good Afternoon, Alice Black,

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: a1stpaige@aol.com
Sent: Monday, July 13, 2026 12:36 PM
To: Florida Public Service Commission
Subject: Docket Number - 20250122-WS

Description:

Customer Comment Id: 226

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

Name: Alice Black

Phone: 2033059403

Email: a1stpaige@aol.com

Address: 20 Great White Drive, Sebring, , FL 33875

Submit Date: Monday, July 13, 2026 12:36 PM

Comment: I am concerned about the water rate increase for the following reasons:

- This rate increase seems very high, and for the following reasons I don't think we should be charged an increase at all until the following problems are corrected:

1. Water quality is very poor and I don't believe it's safe to drink, and possibly not even safe to bathe in. I've heard that the bacteria levels are more than double the allowable safe rate (around 30 I believe). At times water has been cloudy, it always smells bad, leaves residue on clothing and dishes, people are getting UTIs from swimming in the pools. For this reason, I'm buying all of my water for drinking, cooking, cleaning produce, and now I'm afraid to use the pools.

2. Water pressure is inconsistent, often very low, and a few times the water has been completely shut off for a few hours without any notice.

3. The rate usage noted on Buttonwood Bay/Sun Resort's utility bill varies dramatically month to month, and it has been hard to figure out why, some months - a water usage has been unusually high when I was traveling away from home and using very little water.

Overall, Buttonwood Bay is a lovely park, but my main concern is the safety of the water. With all of the farming pesticide use in the Sebring area and other toxic conditions caused by mining and other nearby industries, it would be nice to know that Buttonwood is doing everything they can to protect our health by providing residents with the highest quality water levels possible.

Thank you.