

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Monday, July 13, 2026 2:06 PM
To: 'loribeachtc@gmail.com'
Cc: Consumer Contact
Subject: RE: Docket No 20250122-WS, Sun Communities Acquisitions LLC d/b/a Buttonwood Bay Utilities

Good Afternoon,

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

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From: loribeachtc@gmail.com <loribeachtc@gmail.com>
Sent: Monday, July 13, 2026 12:59 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket No 20250122-WS, Sun Communities Acquisitions LLC d/b/a Buttonwood Bay Utilities

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We live at 9864 Pheasant Run in Buttonwood Bay. The water quality here is subpar. It actually has a foul odor and stains the sinks & toilets. I installed a whole house filtration system and after two months our water pressure was so low we could barely take a shower. I changed the filter and it was absolutely disgusting. That same week there was an HOA meeting where a guest speaker from US Water was to be present & discuss concerns. I brought that filter along with a new one to show the difference after two months. The guest speaker never showed up for the meeting. The stains are gone with the filtration system but there was still a foul odor. I then installed a whole home Culligan Water Softener System and a Reverse Osmosis drinking water system after having the water tested. That has made a huge difference.

To date, we have spent over \$3,000 to get the water quality to a point where we feel it's safe to use. How can you justify such a large price increase for such poor quality water?

Regarding sewer, $\frac{3}{4}$ of the water that we use is for outdoor watering, which does not go down the sewer. Where we lived up North, everyone had two meters – one for indoor water usage & one for outdoor usage. We only paid sewer on the indoor water usage.

Regarding Sewage Lift Station, our backyard has the lift station, which is constantly failing, overflowing and flooding my backyard with waste water. The gardens & trees have died and have been removed. I now have a stone framed circular garden with nothing but gravel. The smell is absolutely atrocious! The last time the guys were here two weeks ago, they spread bags & bags of lime on my lawn & the golf cart path. They then proceeded to walk thru it and up my freshly painted driveway. See attached photo. Again, how can you possibly justify a rate increase? How about you pay me for the damages, the inability to grow anything, the foul smell & the \$3,000 investment.

If this huge increase goes into effect, I would like reimbursement for our investments and loses.

Sincerely,

Lawrence M. & Lori A. Beach
716-440-7840

