

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Monday, July 13, 2026 4:08 PM
To: Julie Covert
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: Julie Covert <cprjules59@yahoo.com>
Sent: Monday, July 13, 2026 4:00 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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Subject: Docket No. 20250122-WS, Sun Communities Acquisitions, LLC d/b/a Buttonwood Bay Utilities.

Regarding notice of rate increase of water/sewer in Buttonwood Bay, I understand everything needs to be increased from time to time, but the size of the increase they are requesting does not coincide with the quality of the drinking water nor the quality of the water service itself. We do not drink the water in Buttonwood bay or use it for cooking. In fact, we don't even give it to our dog. We purchase our water by the gallon from the reverse osmosis machine near the big pool or use store-bought bottled water.

In the past, we took a sample of the water to Home Depot for testing, as they had free water testing. When they noted the address was from Buttonwood Bay the only thing they would tell us was that it was "over the recommended sediment level" and nothing else because it was "private property".

Once after returning home from a 10 day vacation, I noted our toilet had green splotches in it that resembled algae. (If I still have the photo, I will attach it) Since we have never been advised of the qualifications of those operating this "class C utility" (or even their identities) and have never been kept abreast of water test results, a rate increase of the significance is grossly unjust.

Until this past summer, we were full-time residents in Buttonwood bay, and there have been NUMEROUS instances of poor water quality, water shutoffs, boil water notices, and multiple times when there was no water at all without prior notice over the past 3-1/2 years we have been here. Also, when there have been boil water notices, the ice machines have NEVER been emptied, drained and cleaned. I had to go to a doctor's appointment early one morning without a shower as there was no water when I woke up that morning. Also, periodically the water has a foul odor and has been slightly discolored on a few occasions as well.

We are retired, on a fixed income, and will not be getting an increase in income in the foreseeable future. The increase requested by "The Utility" would put a further strain on an already tight budget.

Thank you for taking the time to address our concerns.

Wayne & Julie Covert
11 Flounder Dr.
Sebring, FL 33875

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