

Nickalus Holmes

From: noreply@psc.state.fl.us
Sent: Monday, July 13, 2026 04:43 PM
To: jackplangley@gmail.com
CC: Consumer Contact
Subject: Docket Number - 20250122-WS

Good Afternoon, Jack Langley,

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: jackplangley@gmail.com
Sent: Monday, July 13, 2026 04:07 PM
To: Florida Public Service Commission
Subject: Docket Number - 20250122-WS

Description:

Customer Comment Id: 234

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

Name: Jack Langley

Phone: 6073196829

Email: jackplangley@gmail.com

Address: 437 Cottonwood Drive, Sebring, Highlands, FL 33875

Submit Date: Monday, July 13, 2026 04:07 PM

Comment: We bought into Buttonwood Bay in 2022 and were immediately advised to not drink the water. Our neighbors were right about that. Even after the overhaul of the system in 2024 the water still wasn't fit for man or beast. Our old dog straight up refused to drink it and we would purchase water for the 3 of us to drink. We ended up purchasing a large carbon backwash filter so we could eliminate the smells and chlorine taste. It worked but has the downside of a discharge of a large volume of water when it regenerates. This filter cost me \$647 with the media that goes in it costing another \$150 and now Sun wants to double and triple our water/sewer bill? At night when we pass through the RV side of the park, near the leach field in the boat storage area the septic smell is overwhelming. It's hard to believe that those that live there can tolerate it. At the height of season when the park is at max capacity the smell gets much worse in those areas. For what we get this rate increase is absolutely ridiculous. Please deny this rate increase. Many on a fixed income cannot afford this nor should they have to.