

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Tuesday, July 14, 2026 8:15 AM
To: 'Jan Jones'
Cc: Consumer Contact
Subject: RE: DOCKET No.20250122-WS,Sun Communities Acquisitions, LLC d/b/a Buttonwood Bay Utilities

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

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From: Jan Jones <jjboard@gmail.com>
Sent: Tuesday, July 14, 2026 7:40 AM
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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Park residents since 1994 -: William & Janis Jones, 414 Bobwhite Dr, Sebring, FL 33875

Comments regarding increased water and sewer rates:

Sun took money made in BB (Buttonwood Bay) to do work in other parks "because as they verbally put it - BB has a surplus income and it's all one company after all". If SUN needs money for the mishandling of BB water utilities, it needs to be taken care of by getting from other parks' income or from SUN's corporate surplus, NOT BB residents.

Nobody in this park gets a 10-50-100% annual increase in their paycheck, retirement accounts, nor Social Security. I was told by one of their managers "People retiring and coming into this park have

more money than you'll ever have. If you don't like it here, just leave." For some residents that might work, but for many they can't afford to. SUN is just a greedy, nasty, selfish corporation.

Our water quality over the years has been average or below, never good. Clothes were often bleached, water was brown and so hard that it ruins coffee pots, etc. Their response was "oh well, we're working on it."

They say BB Utilities operated at a loss.....why is that the residents' problem? With many broken meters the park was well aware of, those people were not billed for usage, nor the broken meters replaced. Why should we have to pay for BB Utilities for their lack of response and maintenance of THEIR meters.

SUN & BB put in a pay machine for residents to buy reverse osmosis water by the gallon which is heavily used because the water is not good. Other options for residents is to buy drinking water at the store, buy from an outside water supplier or load their cars with empty gallon jugs and drive 3 miles up to the Ag Center to get free, quality drinkable water. BUT we still get a bill from BB.

Maybe SUN doesn't realize or care, but if rates go up, residents will just stop using water for lawns and flowers etc. Many people can't afford that kind of increase and shouldn't have to. Resident income isn't going up. Monthly site leases will be rising to \$800+ per month, electric is off the chart and now SUN finds another way to squeeze more money out of residents.

SUN is a greedy corporation, they shouldn't be rewarded for their actions with more money. It's the residents who have always organized and volunteered providing all the activities in this park makes it such a good parkSUN does little or nothing for residents.