

Nickalus Holmes

From: noreply@psc.state.fl.us
Sent: Tuesday, July 14, 2026 08:17 AM
To: young4ever_53@yahoo.com
CC: Consumer Contact
Subject: Docket Number - 20250122-WS

Good Morning, Barbara Young,

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: young4ever_53@yahoo.com
Sent: Monday, July 13, 2026 05:44 PM
To: Florida Public Service Commission
Subject: Docket Number - 20250122-WS

Description:

Customer Comment Id: 238

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

Name: Barbara Young

Phone: 8154993837

Email: young4ever_53@yahoo.com

Address: 545 Swan Dr, Sebring, Highlands, FL 33875

Submit Date: Monday, July 13, 2026 05:44 PM

Comment: To Whom It May Concern:

I am writing to formally oppose the proposed water and sewer rate increases at Buttonwood Bay. As a part-time resident since 2019, I have experienced ongoing issues with the water system that make it difficult to justify a substantial increase in rates, particularly one approaching 200% for water service and 150% for sewer service.

Over the years, residents have repeatedly endured water main breaks, service interruptions, boil water notices, discolored brown and yellow water, and water with unpleasant odors. These problems have not been isolated incidents but recurring issues that have negatively affected residents' confidence in the quality and safety of the water being provided.

My concerns about water quality have resulted in additional personal expenses. I purchased a filtration system for my kitchen due to concerns about potential health risks associated with the water. Despite having a refrigerator equipped with additional filtration, I still do not trust the water enough to drink it because of its odor. As a result, I rely exclusively on bottled water for drinking, creating ongoing expenses that should not be necessary for customers already paying for water service.

When concerns were brought to management, responses were frequently limited to comments such as, "I'm working on it," or "It's on the list." In many cases, these issues remained unresolved for extended periods. Residents were raising concerns about water quality for years before significant action was taken. It appears that meaningful improvements occurred only after residents began contacting the Environmental Protection Agency (EPA) and other regulatory agencies regarding the condition of the system.

The severe brown and yellow water problems experienced by residents a few years ago highlighted what many believe was a lack of proper maintenance and investment in the infrastructure. Had routine maintenance and timely repairs been performed over the years, the system may not have deteriorated to the point where major repairs and replacements became necessary. Residents should not be expected to bear the financial burden of correcting years of deferred maintenance and management decisions. Especially since lot rent increases over the years have been based on the need for proper maintenance of the park.

Additionally, there has been a lack of transparency regarding the operation and condition of the water and sewer system. Residents have not received annual reports and other information that should be provided regarding the system. Had it not been through social media and private text messages between friends we would not have even been aware of this meeting or the proposed rate increase. We did not receive notification of this meeting at our Illinois address, which is the primary address listed with the office. Even if it were mailed to our Florida address, we have our mail forwarded from there to Illinois by the USPS so we should have received regardless of the address they used.

Given the history of water quality problems, infrastructure failures, customer complaints, and perceived lack of proactive system maintenance, I strongly urge the appropriate regulatory authorities to deny or significantly reduce the proposed rate increase

Thank you for your consideration of my comments and concerns.

Sincerely,

Barbara Young & Gale Seloover
Buttonwood Bay Resident Since 2019

Young4ever_53@yahoo.com