

Nickalus Holmes

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

Good Morning, Jennifer Bennett,

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: rockfishjen@gmail.com
Sent: Monday, July 13, 2026 05:55 PM
To: Florida Public Service Commission
Subject: Docket Number - 20250122-WS

Description:

Customer Comment Id: 239

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

Name: Jennifer Bennett

Phone: 4109605621

Email: rockfishjen@gmail.com

Address: 467 Bobwhite Dr, Sebring, Highlands, FL 33875

Submit Date: Monday, July 13, 2026 05:55 PM

Comment: As a resident of Buttonwood Bay, I had not received any communication about this proposal and had to hear about it from other residents in the park.

I have lived in Buttonwood Bay for almost 4 years and the notion of raising the water costs is absurd since we have never had consistently good water quality in the years I have been living here. Issues with the water have been the biggest problem about living in this community. The water quality has been fair at best. I have had severely discolored water coming out of my tap (brown to yellow), as well as malodorous water that is supposed to be fresh.. There have also been instances where we were advised to boil water for several days. As a result of these water quality issues, I have to purchase reverse osmosis water from a vending machine near the park for drinking. and cooking. I initially chose Buttonwood Bay to call home as a result of their fair monthly rates and seemingly reliable utility services. However, our lot rents have increased several times and it is unacceptable to raise water related expenses when reliable service has never been guaranteed. As a result of continuing rate increases and being on a fixed income, the cost of living expenses in Buttonwood Bay are becoming a concern.