

Nickalus Holmes

From: noreply@psc.state.fl.us
Sent: Tuesday, July 14, 2026 08:17 AM
To: tomtate140@gmail.com
CC: Consumer Contact
Subject: Docket Number - 20250122-WS

Good Morning, Thomas Tate,

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: tomtate140@gmail.com
Sent: Monday, July 13, 2026 07:04 PM
To: Florida Public Service Commission
Subject: Docket Number - 20250122-WS

Description:

Customer Comment Id: 240

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

Name: Thomas Tate

Phone: 4192031402

Email: tomtate140@gmail.com

Address: 24 Tarpon Dr, Sebring, , FL 33875

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

Comment: Date: July 13, 2026

To: Florida Public Service Commission

From: Thomas and Therese Tate, seasonal residents of Buttonwood Bay (Lot 2606 – 24 Tarpon Drive)

Subject: Comments in opposition to the proposed rate increase put forth by Sun Communities Acquisitions, LLC
D/B/A Buttonwood Bay Utilities

Since purchasing our Buttonwood home in 2020, this utility has been poorly managed. We have sustained numerous incidents of poor water quality, water outages, and warnings of unsafe water to consume. Residents have reported several instances of their clothing being ruined as a result of washing their clothes in the contaminated brown water BB provided. Buttonwood Bay management downplayed their concerns by giving those residents instructions regarding what detergent they should be using. Many residents became fed up with the ongoing water quality problems and installed whole home water filters at their own expense. In our home we installed reverse osmosis equipment to remove contaminants from the water, and we continue to test the water regularly.

A park resident spoke with the foreman of the water repair crew who spent most of 2024 at Buttonwood Bay's water facility. This resident had just contacted the EPA and he was told that the filter media should have been changed four years prior to 2024! The foreman of the water crew explained that because of management's neglect, the new filter system would cost BB in excess of 50k (and BB hadn't budgeted to properly maintain the system).

It is easy to understand that type of neglect when BB has had three different managers over the past six years – it seems clear that none of three managers had developed a preventive maintenance plan for this utility --- or if it was even on their radar. Now we're being asked to trust BB management's ability to provide clean, quality water to our residents going forward. From our point of view, BB's water problems were a result of management's neglect, and now we are expected to pick up the tab as a result of their poor performance. Sun Communities Acquisitions should be held accountable for their neglect of the water utility, and absorb ALL of the costs associated with bringing this utility up to minimum standards.

We are strongly opposed to the proposed rates, and urge the Commission to do the right thing and reject BB's request
Sincerely,

Tom and Therese Tate

24 Tarpon Drive Sebring, FL 33875

Tomtate140@gmail.com