

Nickalus Holmes

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

Good Morning, Judy Bye,

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: judyabye@gmail.com
Sent: Monday, July 13, 2026 08:29 PM
To: Florida Public Service Commission
Subject: Docket Number - 20250122-WS

Description:

Customer Comment Id: 242

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

Name: Judy Bye

Phone: 7154536981

Email: judyabye@gmail.com

Address: 15 Kingfish Drive, Sebring, Highlands, FL 33875

Submit Date: Monday, July 13, 2026 08:29 PM

Comment: I have not yet received a letter of rate increase, but this affects me since I live in Buttonwood Bay. I have lived at the above address for almost three years, and did not yet receive the letter. I saw the letter online through neighbors; but am uncertain as to whether that version was a true and complete copy.

Since moving to my home in Buttonwood Bay, I have observed and experienced poor water quality, as follows:

Red/orange stained fixtures.

Water tastes disgusting - I have paid for Culligan water service in Sebring FL to deliver drinking water to my home because it is undrinkable. I don't even cook with the water. Most everyone I know here relies on purchasing water elsewhere for drinking - additional household expense on fixed incomes.

My whole house smells of sulfur after leaving for more than four days. The water settles in the pipes, smells awful, then I need to constantly run hot water to flush the water heater and pipes of the sediment and smelly water after it has been stagnant.

I use water filters on all of my shower heads, replacing them every 2 months. I still get a sticky yellow film on shower walls if not. Extra expense.

Smells come from the washing machine - I need to run bleach or washing machine cleaner very often. There have been many times that the water has been shut off or that I have had boil water notices in the last five years. Unacceptable.

Dishwasher smells bad. I use Fabuloso to deter smells in the drain. Added expense.

Meters are inaccurate. I have experienced a large variation of water bills at times for no known reason. I know others who have experienced this as well on occasion.

The water treatment ponds make the air smell so pungent and disgusting at times, it is difficult to enjoy the outdoors for days at a time due to the smell. Why?

I am vehemently opposed to any rate increase due to the subpar conditions of our current water service. Customers should not have to pay high rates for subpar service and product. Sun Communities has an obligation to its customers before its shareholders.

Thank you for considering these concerns.

Judy Bye

15 Kingfish Drive, Sebring