

Nickalus Holmes

From: noreply@psc.state.fl.us
Sent: Tuesday, July 14, 2026 10:08 AM
To: pstry8@aol.com
CC: Consumer Contact
Subject: Docket Number - 20250122-WS

Good Morning, Nancy Snyder,

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: pstry8@aol.com
Sent: Tuesday, July 14, 2026 09:48 AM
To: Florida Public Service Commission
Subject: Docket Number - 20250122-WS

Description:

Customer Comment Id: 257

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

Name: Nancy Snyder

Phone: 5743388518

Email: pstry8@aol.com

Address: 454 Bobwhite Dr, Sebring, , FL 33875

Submit Date: Tuesday, July 14, 2026 09:48 AM

Comment: Docket No. 20250122-WS

I Nancy Snyder, a homeowner at Buttonwood Bay.

I have lived here for 3 years. I own my own property and the land it sits on, at 454 Bobwhite Dr. Sebring Florida.

I pay water and sewers fees to the LLC Buttonwood Bay Utilities.

I object to the increase in the price of water.

The main reason being it is almost a 600% increase. Less than 25% of residents are staying in the park at this time, and the mailing that notified residents of this increase and hearing, were not delivered to many residents, who are living up north for the summer.

I understand that Buttonwood Bay had some extra expenses in 2025 that were a result of maintenance on the water system in BB and are trying to recoup those expenses by increasing our water bills.

The reason I do not think this is fair is because this payment will be permanent for us, and yearly cost of living increases will be based on the new amount in the future.

In my opinion the quality of water at BB has never been safe. We frequently have bad tasting, bad smelling water. It is not unusual for us to find out we had a boil order days after the fact, there is no consistency to the way they alert the residence. The water is sometimes tea colored, which stains our siding and ruins our white clothes. We deserve water we can use for drinking. cooking and cleaning. To have to pay for a right we should already have, does not seem fair or legal to me.

I do not trust the safety of our water and purchase bottled water to use for me and my pets to consume. We spend \$60 a month or more on quality drinking water.

It has recently come to my attention that the way that water

and sewer pricing is formulated per resident is nonexistent. With meters buried under years of sand and sludge it is apparent meters are not read ever. And pricing is some voodoo mathematics.

I bought a whole house water purifier for my home when we moved in 3 years ago and spent over a thousand dollars on the system. It never got rid of the foul smell or bad taste.

After my beloved Newfoundland, Sophie, died of kidney failure last year we started buying water from a delivery company. We don't feel the water is safe for us or our pets to consume. Some of the other residents have their pet's liver enzymes tested for poisons.

Right now, I only use BB water for laundry, bathing and to water my lawn.

Sincerely,

Nancy Snyder