

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Tuesday, July 14, 2026 11:00 AM
To: Kurt R Covert
Cc: Consumer Contact
Subject: RE: Docket No 20250122

Good Morning,

We will be placing your comments below in consumer correspondence in Docket No. 20250122, and forwarding them to the Office of Consumer Assistance.

Thank you!

Tristan Davis

Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6121

PLEASE NOTE: Florida has a very broad public records 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 email message may be subject to public disclosure.

From: Kurt R Covert <kcovert33@verizon.net>
Sent: Tuesday, July 14, 2026 10:25 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket No 20250122

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

See Attached

Application for staff-assisted rate case in Highlands County by Sun Communities Acquisitions, LLC d/b/a Buttonwood Bay Utilities.

DOCKET NO. 20250122-WS

Name Kurt R Covert

Address 266 Cottonwood Dr, Sebring, FL 33875

CUSTOMER COMMENTS

I'm writing this letter which I want included in the records of the July 16, 2026 meeting in response to a letter we received from Sun Communities Acquisitions, LLC d/b/a Buttonwood Bay Utilities (Docket No 20250122 – WS, Sun Communities Acquisitions, LLC d/b/a Buttonwood Bay Utilities). My wife and I purchased our manufactured home in Sun Communities/ Buttonwood Bay in October 2022. Since the day we moved into the park there have been numerous issues with the residential water quality. I'm trying to wrap my head around the fact that said utility wants its customers to pay for issues that they partially created by hiring incompetent contractors to perform the repairs to the system in place at the time. I had to change my whole house water filtration filter numerous times due to them becoming clogged with "dirt". During this same period when the "repairs/upgrades were being made we had numerous boil water notices. Below is a picture taken February 16, 2024 of my 3-month-old water filter (center), new unused filter (right) and the water quality (left) after going thru the filter.



Due to the quality of the water, residents had to purchase water (from the resorts water filtration machine) or local stores. This was an added expense to the customer with no compensation even talked about. The bottom line question is would you drink the water in the above picture? Lastly, why should a utility company be given more funds (rate increase) while supplying a substandard product to its customers. Thank you for your time and consideration in this matter.

Sincerely

A handwritten signature in blue ink that reads "Kurt R. Covert". The signature is written in a cursive, flowing style.

Kurt R. Covert