

Nickalus Holmes

From: noreply@psc.state.fl.us
Sent: Tuesday, July 14, 2026 10:56 AM
To: chill31350@gmail.com
CC: Consumer Contact
Subject: Docket Number - 20250122-WS

Good Morning, Christine Hill,

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: chill31350@gmail.com
Sent: Tuesday, July 14, 2026 10:43 AM
To: Florida Public Service Commission
Subject: Docket Number - 20250122-WS

Description:

Customer Comment Id: 264

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

Name: Christine Hill

Phone: 9544481605

Email: chill31350@gmail.com

Address: 422 Redwood Dr, Sebring, , FL 33875

Submit Date: Tuesday, July 14, 2026 10:43 AM

Comment: I am deeply concerned about this water increase, and adamantly object. The water quality in BWB has been substandard as far back as I can remember (visiting my in laws they were founding residents since the 1980's). I have been living in Buttonwood Bay since I moved here full time in 2012 these are my personal experiences :

*I gave my dogs water from the tap and both were sick the very next morning. I began BUYING bottled water immediately and I and them never drank the water again. I am still buying water at an additional expense each month. I understand that is my choice, but I feel it is for my health and safety.

*There have been numerous times over the years where I personally experienced the water would...

*completely shut off, sometimes in the middle of the night, and no one from park management (as we were told to do) could be reached. We did not know because we were not made aware that we should have been contacting "the utility" or the PSC.

*Or the water pressure dropped and you could not shower or wash clothes or dishes

*There were numerous times over the years when we would be notified of a "boil water order" for days.

* the water out of the faucets was a dark color, had sediment in it, and would leave stains on white and light color clothes. The sinks and toilet bowls have dark stains that are nearly impossible to remove,

I am a former BOD officer with BWB HOA, so I was directly involved In the water quality improvement project and in my opinion it was and still is a failure. We have been paying for substandard water service for years.

I am requesting that this utility be denied this rate increase due to lack of disclosure or allocation of how past rate increases were spent.

This utility should not be rewarded with this rate increase when even to this date they have failed to correct these issues.