

Nickalus Holmes

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

Good Morning, Ed & Pam Rogers,

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: opapaed@msn.com
Sent: Tuesday, July 14, 2026 10:49 AM
To: Florida Public Service Commission
Subject: Docket Number - 20250122-WS

Description:

Customer Comment Id: 265

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

Name: Ed & Pam Rogers

Phone: 7209407070

Email: opapaed@msn.com

Address: 19 Great White Dr, Sebring, Highlands, FL 33875

Submit Date: Tuesday, July 14, 2026 10:49 AM

Comment: The water is & has been a serious concern since we moved here almost 4 years ago. We have consistently had bad smelling, bad tasting water forcing us to buy and use bottled water all the time. We have always had low water pressure. Dozens of times we have had the water turned off while repairs are done to the water system and then dealt with dirty water and having to boil water for consumption. We also had plugged shower head and aerators. We have also dealt with brown water leaving rings in our toilets and feeling dirty even after a shower. Because of the sub standard water our filters have to be replaced frequently. Last year Ed was diagnosed with hypochloritis, most likely from contaminated drinking water, even from rinsing while brushing teeth. We like everyone else should be able to have an expectation of safe, clean water delivered to our homes consistently. Through all of this a rate increase for substandard water is completely unwarranted in our view. We were never offered or given any credits or reduction to our water bills, nor was bottled water made available to residents or was any reimbursement ever offered.