

Bendria Fugnole

From: John Plescow
Sent: Wednesday, July 15, 2026 8:52 AM
To: Consumer Correspondence; Consina Griffin-Greaux
Subject: FW: E-Form Improper Billing TRACKING NUMBER: 217000

Please, add to docket 20250122.

-----Original Message-----

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us> On Behalf Of Consumer Contact
Sent: Tuesday, July 14, 2026 3:55 PM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: FW: E-Form Improper Billing TRACKING NUMBER: 217000

Send to clerks 20250122

-----Original Message-----

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Saturday, July 11, 2026 8:09 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Improper Billing TRACKING NUMBER: 217000

CUSTOMER INFORMATION

Name: Frank Thibeault
Telephone: 6033204184
Email: Buddhapepe@gmail.com
Address: 525 Birch Dr Sebring FL 33875

BUSINESS INFORMATION

Business Account Name: Frank Thibeault
Account Number:
Address: 525 Birch Dr Sebring FL 33875

Water County Selected: Highlands

COMPLAINT INFORMATION

Complaint: Improper Billing against Sun Communities Acquisitions, LLC d/b/a Buttonwood
Details:

Please note my objection to the extreme increase in our combined water and sewer fees. The flexibility of myself and many of our neighbors to absorb such a rate increase is extreme.

There are several points in contention.

The desire for Sun LLC to pass on the miss management of the water processing station into a quick recovery program born by those who have been harmed by their poor performance in protecting our safety does NOT sit well.

Further, the park has repeatedly been in error in providing accurate meter readings for all residents. There are a number of situations where the resident has gone home, turned off the home and irrigation supply but still get billed as though nothing had changed. NOT GOOD.

Because I agree with the park that green lawns look better than burnt brown grass - lawns must be watered. The homes are billed with water and sewer equally. Personally, my irrigation was out of service for repairs that took over a month,

the water/sewer bill reflected so. Normal water usage of 19,000 gallons now shows 2580. What this demonstrates to me is that I am using +/- 15,000 gallons to irrigate. I do not contest that, but I do contest that I have to pay sewer fees for it. There are several flaws in bringing this rate increase to us, the only issue that appears to be getting corrected is the profit and greed of Sun Community Acquisitions, LLC

Frank Thibeault
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603-320-4184