

Docket No. 20250122-WS

Sun Communities Acquisitions, LLC (d/b/a Buttonwood Bay Utilities)

Comments

1: Sun Communities Acquisitions, LLC (d/b/a Buttonwood Bay Utilities) has applied for a substantial rate increase for both water and wastewater services to the residents of Button wood Bay Resort (Sun Outdoors). After trying to understand the material in the Staff Report Docket No 202501122-WS, it appears that the proposed rate increase would result in a 119 % increase for water usage under 5000 gallons per month and 41% for wastewater. This is an exorbitant increase for the residents of Buttonwood Bay, most of which are retired and on fixed incomes.

2. Over the years there have been numerous problems with the water system such as bad taste, bad smell, a lot of particulates in the water itself, and discoloration of the water. When there is a problem, boil notices from the office have been "hit and miss" for the most part. There have also been a number of water pressure issues each year. I have had to put in a whole house filter system for the water and also put a refrigerator with a filter system. We thus run drinking water and ice through the refrigerator or use bottled drinking water. Tap water is used for showers, laundry, and dishes.

3. We understand that Sun has made substantial improvements to the system and also in the maintenance of the systems. Our rent has gone up 4-5% every year we have been in the Park. It would seem some of the cost for improvements in the water and wastewater systems should have been absorbed in these lot rent increases also.

Sincerely,

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