

**Antonia Hover**

**From:** Antonia Hover on behalf of Records Clerk  
**Sent:** Thursday, May 20, 2021 3:26 PM  
**To:** 'alexis.lucas60@gmail.com'  
**Cc:** Consumer Contact  
**Subject:** FW: Docket No 20200230-WU, Sunny Shores Utilities, LLC.  
**Attachments:** Video.mov; Video\_1.MOV; ATT00001.txt

Good Afternoon, Ms. Lucas.

We will be placing your comments below in consumer correspondence in Docket No. 20200230, and forwarding them and the attached video files to the Office of Consumer Assistance and Outreach.

Please note that the video files will not be placed online due to the limitation of our system. However, your comments and the video files have been forwarded to Commission staff.

Thank you!

Toni Hover  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
Phone: (850) 413-6467

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

From: Alexis Lucas <alexis.lucas60@gmail.com>  
Sent: Thursday, May 20, 2021 1:31 PM  
To: Records Clerk <CLERK@PSC.STATE.FL.US>  
Cc: Nathan Meschelle <nathanmeschelle@yahoo.com>  
Subject: Docket No 20200230-WU, Sunny Shores Utilities, LLC.

To whom it may concern,

It has come to our (Nathan Meschelle and Alexis Lucas, residents of Sunny Shores) attention that there will be a meeting tonight based to discuss quality of service. Unfortunately, my fiancé and I work past 6pm and won't be able to make it, however, we wanted to be sure that our voices were heard.

We are very dissatisfied with our water service. There have been countless times where we cannot take a shower, do the dishes, or laundry due to lack of water entirely (yes you read that correctly), or very poor water quality.

We have complained about this to you all many times and are told each time it cannot be true. This time, however, we are able to provide video evidence of the countless times we have little to no water in our home. A service we pay for, and additionally is basic human necessity.

Can you even imagine what it's like to be a commercial fisherman, unloading fish until 2am, only to come home and you're unable to shower, so you have to go to your parents home?

Can you even imagine being 6 months pregnant, coming home from a walk needing to refill your water bottle only to have no water for you and your unborn child?

You all should be incredibly ashamed of the service you provide us with. I have attached videos for your convenience. Due to size I am only able to provide 2 videos at this time, but am more than happy to send more emails if needed.

Best,

Alexis Lucas and Nathan Meschelle