

**Antonia Hover**

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**From:** Antonia Hover on behalf of Records Clerk  
**Sent:** Monday, May 22, 2023 8:28 AM  
**To:** 'Uyo Uyyo'  
**Cc:** Consumer Contact  
**Subject:** RE: "Docket No. 20220185-WS, Holiday Gardens Utilities, LIC"

Good Morning, Ms. Dokyeesun.

We will be placing your comments below in consumer correspondence in Docket No. 20220185, and forwarding them to the Office of Consumer Assistance and Outreach.

Thank you!

*Toni Hover*

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

**From:** Uyo Uyyo <kiawia4775@gmail.com>  
**Sent:** Saturday, May 20, 2023 2:00 PM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** "Docket No. 20220185-WS, Holiday Gardens Utilities, LIC"

Dear Honorable Water commission board members,

Every family within this Utilities service area has dealt with double digit inflation within all aspects of their daily living. Food, Fuel, Duke power, Children's schools supplies, property tax, auto and home insurance have more than doubled. Where does it end?

A few things you should be aware of:

This utility charges a one dollar 'convenience fee' for the pleasure of paying them. This tells me they sub out their billing and collections and pass the expense onto their customers. ( No need for increase there)

Their communications with regard to scheduled maintenance and/or boil notices is sub-par and typically requires a customer calling to inquire "When will my water be back on?" With today's technology It's very easy to have a text/email tree set up with the ability to notify their entire customer base within seconds. This utility falls short when it comes to communicating with their customers. How would they communicate if there was a security breach or other water emergency?

I have no doubt this utility's overall cost of doing business has increased during this time, however I would ask you to grant them no more than a 10% increase. I would like to see this utility improve their customer communications with regard to shut offs, boil notices and potential emergencies, and have them explore alternate payment options that don't place additional expenses upon their customers.

Thank you.

Sincerely,

Ms. Dokyeesun