

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Thursday, June 8, 2023 10:19 AM
To: 'K ENNA'
Cc: Consumer Contact
Subject: RE: Please place on Docket No. 20220185-WS

Good Morning, Kenna Gunn.

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: K ENNA <kennahh353@yahoo.com>
Sent: Thursday, June 8, 2023 9:58 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>; K ENNA <kennahh353@yahoo.com>
Subject: Please place on Docket No. 20220185-WS

My name is Kenna Gunn, residing in the Heather Hills Estates Subdivision; and I am a residential customer of Heather Hills Utilities, LLC, On May 30th, 2023 at 11.53 a.m. my telephone answering machine recorded a recorded message from Heather Hills Utilities stating that "emergency repairs" were needed (somewhere within the Subdivision); and that I was under a "Boil water notice ... until notification of the rescission of such". My water was NOT shut off. Today is June 8th, 2023 at 9.57 a.m . At this time I, et al, have not yet received any rescission Notice either by phone or email. Hence, the water from the faucet still remains contaminated and I for one will not bathe in, wash dishes in, do laundry in, nor cook with and not drink. This appears to be an unprofessionally e x t e n d e d time to be suffering from such inconveniences. Which results in HHU, LLC customers buying store bought bottled water. One would think it behooves the Utility to nudge the 'water testing facility' to get the testing done in a speedy fashion, as so long as I, et al, are buying water from a store, we are obviously not buying water from HHU, LLC. Its no wonder it claims loss of income! Shut offs are frequent in any given year. The more frequent the L O N G duration "boil water Notices", the longer we don't use the water of HHU, LLC. Please combine this email with my previous email suggesting no rate raises at this time. Sincerely,
Kenna Gunn