

Charlie Smith

From: Charlie Smith on behalf of Records Clerk
Sent: Friday, December 8, 2023 8:18 AM
To: 'Raymond Cefali'
Cc: Consumer Contact
Subject: RE: Docket No. 20230081-WS, Royal Waterworks, Inc.

Good Morning Raymond Cefali,

We will be placing your comments below in consumer correspondence in Docket No. 20230081, and forwarding them to the Office of Consumer Assistance and Outreach.

Best regards,

Charlie Smith II
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
850-413-6770

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From: Raymond Cefali <rcefali@yahoo.com>
Sent: Thursday, December 7, 2023 11:02 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket No. 20230081-WS, Royal Waterworks, Inc.

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DOCKET NO.20230081-WS 12/07/2023
Raymond Cefali
9111 N.W. 42 Ct.
Coral Springs, Fl. 33065

To the Florida Public Service Commission, as a corporation they are playing the game, asking for these outrageous increases! Knowing very well this a gonna be a win/win situation for Royal Waterworks. They know darn well they are probably gonna get most of what they are asking for (I hope they are wrong and going to be disappointed). But they are hoping the Commission leans towards their requests.Royal waterworks figures they will make out better in this request than the yearly increase they would normally drop on us. As a resident for over 20 years I wouldn't be writing this letter if I thought this was well run and worth more money than what we are currently paying, I feel we are being over charged for the current services we receive for example: We don't receive timely boil water notices, and when we do receive them we can't get updates on the boil water status. Unable to contact anybody at the plant, which by the way is located in our neighborhood. We are instructed to contact the Cape Coral office on the west coast of Florida, and when you do get in contact with someone they are no help. The employees at the plant won't answer the phone, but if you stand in front of the gate long enough you can watch them walk out of the office hand in hand, hugging! You get the point!! I attempted to have the water tested at a neutral site by running my outside line for 30 minutes gathering the quart size sample and

given a window to have the water tested. I had to do this 2 times as the first time I was unable to deliver the water sample on time, the final test came back incomplete to to a high level in one of the tests, as a result they couldn't complete it. When tests are conducted by Royal Waterworks, you get a sample from the tap, place it outside your door and someone eventually picks it up.If Royal Waterworks has issues with this water plant, they should have been addressed at the table before they purchased it. We are not going to build them a new plant because they bought a used one! It's like buying a used car, you should have had a mechanic look it over and tell you what's wrong with it BEFORE you bought it!!! I also have a broken shutoff valve (emergency), so I am unable to have my water shut off if I have a leak or broken pipe (not that I would be able to contact anyone) but none the less I inquired about getting it fixed (not an easy task). I was told " No, that's not going to happen " I asked why not, they told me that it was to expensive! They won't maintain the meters we have yet they want to request to raise the monthly rental fee 3X. If Royal Waterworks Inc. is granted anything from this outrageous proposal it should be with stipulations, for example a freeze on any bonuses or salary increases to owners, CEO's, management etc... for 3 years. This is a Monopoly we are under, we have nowhere to go, so we are relying on our public officials to help us by making the right decision. I feel the burden of owning a Company/Corporation is being able to manage and maintain it! Making money is also part of it, but not due to mismanagement or misappropriated use of funds, the company is making money, they just want more!! I hope you decide to make Royal Waterworks put their hands in their own pockets to pay for the upkeep of their own business and the consumer (WE THE PEOPLE). This is not Royal Waterworks first purchase, they know what they are doing, having multiple water Companies. Thank you for your time, Raymond Cefali (Concerned Resident)

9111 N.W. 42 Ct. Coral Springs, Fl.
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