

State of Florida



Public Service Commission
CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: January 25, 2024

TO: Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

FROM: Takira T. Thompson, Engineering Specialist IV, Division of Engineering *POE
TTT LK*

RE: DN 202³20071-WU - Application for staff-assisted rate case in Polk County by Pinecrest Utilities, LLC..

Consumer Please file the attached email correspondence/photos from Ms. Stephanie DeFuria, in the correspondence side of the above mentioned docket file.

TTT/pz
TTT/pz

Attachment

RECEIVED-FPSC
2024 JAN 25 PM 3:32
COMMISSION
CLERK

From: [Takira Thompson](#)
To: [Patti Zellner](#); [Danielle Adams](#)
Subject: FW: Docket No. 20230071-WU - Customer Comment Photo Attachments (1/3)
Date: Thursday, January 25, 2024 11:49:48 AM

From: Stephanie DeFuria <defuria3510@gmail.com>
Sent: Wednesday, January 24, 2024 5:34 PM
To: Takira Thompson <tthompso@psc.state.fl.us>
Subject: Re: Docket No. 20230071-WU - Customer Comment Photo Attachments

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Here are the five samples of water taken before i had the water filtration system put on my house. The samples were taken after I had a handyman come out and flush the hot water tank , and run both hot and cold water to flush the pipes. Let me please state that my mobile home has PVC pipes and not metal pipes that could rust . These samples we're taken from the kitchen sink and from both the bathtub and shower from the bathrooms. Some days the water is very clear and then other days the water is yellow/ orange with a residue , which tells me that whatever substance that is tainting the water is saddly making it through the water filtration system! Please help !













Sent from my iPhone

From: [Takira Thompson](#)
To: [Patti Zellner](#); [Danielle Adams](#)
Subject: Fw: Docket No. 20230071-WU - Customer Comment Photo Attachments (2/3)
Date: Thursday, January 25, 2024 11:50:17 AM

From: Stephanie DeFuria <defuria3510@gmail.com>
Sent: Wednesday, January 24, 2024 5:39 PM
To: Takira Thompson
Subject: Re: Docket No. 20230071-WU - Customer Comment Photo Attachments

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.



This sixth bottle (no label) sample was taken six days ago from my kitchen sink!
I had a water filtration system, put on my house after I asked for help from the water company, and they refused. Pinecrest Utilities, LLC refused to offer any aid and try to tell me that it was my pipes that were rusty, and had sat for a long time. The handyman told me that my pipes are in fact PVC and are not metal and are not rusty. But it looks like it is rust coming through into the water. The only pipes that are metal is the main pipe where my PVC pipe hooks up to the main water source which would be the pipe that the water company owns. I have no problem calling the handyman back and having him take pictures to prove that we have PVC pipe and not metal pipes.



This is the filter from the water filtration system, and this is when it was about three weeks old. Please let me remind you that the water filtration system was put on after I had the hot water heater and the pipes in the house flushed out.
Sent from my iPhone

From: [Takira Thompson](#)
To: [Patti Zellner](#); [Danielle Adams](#)
Subject: FW: Docket No. 20230071-WU - Customer Comment Photo Attachments (3/3)
Date: Thursday, January 25, 2024 11:50:34 AM

From: Stephanie DeFuria <defuria3510@gmail.com>
Sent: Wednesday, January 24, 2024 8:12 PM
To: Takira Thompson <tthompso@psc.state.fl.us>
Subject: Re: Docket No. 20230071-WU - Customer Comment Photo Attachments

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.





Sent from my iPhone

On Jan 24, 2024, at 5:39 PM, Stephanie DeFuria <defuria3510@gmail.com> wrote:



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Sent from my iPhone