

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

P R O C E E D I N G S

MS. HUDSON: This is the HC Waterworks customer meeting, application for a rate increase. I'm Shannon Hudson with the Florida Public Service Commission. We have Melinda Watts, who's an engineer on the staff, as well as Ajonelle Poole, which you met when you signed in this afternoon.

The purpose of this meeting is to describe the Commission's rate case process, receive customer comments. You'll be called -- if you signed up to speak this evening, you'll be called up in the order that you signed up.

These comments are being recorded as well as video recorded. They will be placed in our official docket file where the other staff members can review your comments and contact you if there's things they need to follow up on.

This presentation will cover the application, the utility's requested final rates, the proposed agency action process, and what you can do as a customer.

The utility's last approved rate case was in March of 2012. They filed the current application on October 2nd, 2014, and the utility

1 indicated the reason for the filing is to -- because
2 of prudently incurred expenses as well as generate a
3 fair return on its investment.

4 In the utility's filing, they requested --
5 they're requesting a \$21.60 base charge, and for
6 usage between zero and 6,000 gallons they're
7 requesting a \$7.33 gallonage charge.

8 Based on our analysis, it appears that
9 your customer base uses typically 3,000 gallons. So
10 at the 3,000-gallon level you can see what your
11 typical bill may go up to once -- if the utility's
12 requested rates are approved.

13 On the wastewater side there's actually a
14 decrease. Their current rate is \$22.59. The final
15 requested rate is \$14.51. And a gallonage charge
16 currently of \$7.64, and they're requesting \$4.12.
17 And based on, again, the typical usage, if you look
18 at the 3,000-gallon level, you can see what that
19 will do to your bill if the utility's requested
20 rates are approved.

21 The utility filed its application using
22 the proposed agency action process. They are
23 allowed to do that by statute. It's an informal
24 process. It's much -- it's not -- it costs much
25 less than going straight to a formal hearing

1 process. The Commission must complete and make a
2 decision in this case within five months of the
3 official filing date. The utility's official filing
4 date, I believe, is December 16th, so within five
5 months of that date we have to have a final
6 recommendation and voted on by our Commissioners.
7 Any person that's affected by the decision can
8 protest the Commission's decision.

9 What the Commission does. We do a staff
10 investigation. We have a customer meeting, which
11 we're here to do tonight. Staff writes up its
12 recommendation to present to the Commissioners at
13 its Commission Conference.

14 Our staff investigation consists of
15 auditing the utility's books and records. Our
16 engineers do a determination of the used and
17 usefulness of the utility's plant, the quality of
18 service, and its overall operations. We have
19 accounting and rate staff that look at the financial
20 information to develop the final rates for the
21 utility.

22 The purpose of this meeting, again, is for
23 you all to provide comments to us in regards to the
24 quality of service, how the utility interacts with
25 its customers, and your -- and how you feel about

1 the proposed rate increase, and any other questions
2 that you may have of staff today.

3 This is the utility's -- I mean, the
4 customers' meeting. There are utility
5 representatives here; however, they're just here to
6 observe. This is your meeting tonight.

7 We also have a representative from the
8 Office of Public Counsel here as well, and he's
9 sitting in the back of the room if you have some
10 questions for him as well.

11 Again, the process is staff prepares a
12 recommendation. The recommendation is presented to
13 the Commissioners. The Commissioners vote on it.
14 They can either approve, deny, or modify staff's
15 recommendation. Customers and utility
16 representatives are allowed to speak. If you choose
17 to come up and speak, just make sure that you
18 contact one of our staff members so that they know
19 that you're there ahead of time.

20 Staff's recommendation is currently
21 scheduled to be filed on April 23rd, 2015. It will
22 be heard at the Commission Conference on May 5th.
23 The Commissioners then may either approve or deny or
24 modify our recommendation.

25 After the Commission Conference, once the

1 Commission votes, then an order is issued within 20
2 days of that vote. And once the order is issued,
3 again, that begins a 21-day protest period for
4 anyone that's substantially affected by the decision
5 that the Commissioners made.

6 If a party protests the order, the rates
7 may be implemented on a temporary basis and they
8 will be held subject to refund with interest. If no
9 party files a protest, then the new rates will go
10 into effect upon the issuance of a consummating
11 order. That's just an order basically finalizing
12 the Commissioners' PAA order.

13 If someone does file a protest, that
14 process must be completed within eight months. A
15 hearing will be held in your service territory, and
16 at that time there will be at least three
17 Commissioners that will be present, and you will
18 provide testimony in front of the Commissioners.
19 The utility as well as the protesting parties will
20 be responsible for litigating the issues that they
21 found to be unfair in the case.

22 Each party is responsible at that time for
23 putting on their, on their case when they protest an
24 issue. They have to provide witnesses and testimony
25 and all the things that you need during a court

1 proceeding: Again, filing testimony, putting on
2 witnesses, preparing cross-examination of the
3 witnesses of the other parties, conducting
4 depositions, attending a Prehearing Conference in
5 Tallahassee.

6 After the hearing, staff prepares another
7 recommendation. This recommendation is based on the
8 testimony that was given during the hearing. No
9 participation at that time is allowed from the
10 utilities or customers. A final vote is issued.
11 And at that time, if there's still someone that may
12 feel that something was not fair in that regard,
13 they can appeal that order at the First District
14 Court of Appeals.

15 What you can do as a customer. Today you
16 can provide comments again. And if you didn't sign
17 up to speak, you can provide written comments as
18 well, and those comments are given the same weight
19 as if you spoke here today. You can obtain a copy
20 of staff's recommendation, and you also can monitor
21 the agenda.

22 When you entered the room this evening,
23 you were given a Special Report. This has all the
24 pertinent information in regards to this docket.
25 Underneath the name of the utility, you'll see

1 there's a docket number. If you go onto our
2 Commission's website, you can view all the pertinent
3 documents that have been filed in this case. This
4 is where you can provide your customer comments and
5 mail it in to the Commissioners.

6 Here is what our website looks like. And
7 I don't have a -- I guess I don't know how to
8 operate (inaudible). There's a tab that says
9 Commission -- I'm sorry -- Conferences and Meeting
10 Agendas. On the date of our actual conference you
11 can click on that tab and you can view the -- if you
12 don't want to travel to Tallahassee, you can view
13 the Commission Conference on your computer.

14 Again, I mentioned earlier, the Office of
15 Public Counsel, they're advocating for consumers.
16 If you have any questions or any issues that you
17 would like addressed, you can contact their office,
18 and that's their number and that's also their
19 website.

20 And we also have a consumer, a consumer
21 services department. If we have any complaints or
22 anything regarding a utility, that's there as well.
23 I believe it's contained in our Special Report.

24 Again, this customer meeting is for the
25 customers. I will be calling your name up as you

1 signed up to address, to provide your comments.
2 Again, it's being recorded. When you come forward
3 to the microphone, make sure you spell your name,
4 speak your name and spell your name clearly so we
5 can have that on the record.

6 And that's the end of the slide
7 presentation. And the first name that we have to
8 come up and speak is Mr. Larry Truckermiller.

9 Yes, sir, right there at the podium.

10 **MR. TRUCKERMILLER:** Okay. My name is
11 Larry Truckermiller. I live at 136 Quiver Leaf
12 Street in Sebring. And the reason I wanted to come
13 here is to complain about the rate increases. We've
14 had I don't know how many rate increases, and every
15 time we have one, the water doesn't get any better,
16 it gets worse.

17 It stinks. When you turn the faucet on,
18 you think you have a -- you turned the sewer on
19 instead of the water. And one time I wrote a letter
20 to Tallahassee -- it was quite a few years ago,
21 we're going back -- and a while later I was away for
22 the day, and when I came home there was a note on my
23 door from the water company at that time saying that
24 I was showing a leak in my water and I was showing
25 huge volumes of water being used. But fortunately

1 when I got my bill, there was no, no large volume of
2 water being used and my bill wasn't any different
3 than before. I think they were trying to cower me
4 into stop complaining about the water.

5 Now, since then I think the water company
6 has been sold four times -- one time we were paying
7 it down here in Sebring; another time we were paying
8 it in Pittsburgh; another time we were paying it out
9 of, to a, paying it to some company out of
10 Philadelphia or near Philadelphia; and now we're
11 paying it to some company down in Coral Gables or
12 Cape Coral over near Fort Myers -- and the water
13 still stinks. We haven't got any improvement in
14 water.

15 They say they want to have a fair return
16 on their investment. Well, I think before they
17 start thinking about getting a fair return on their
18 investment, they ought to think about getting us
19 some good water. That's my complaint.

20 **MS. HUDSON:** Have you contacted DEP in
21 regards to the odor of the water, their department
22 or office for handling those type issues?

23 **MR. TRUCKERMILLER:** No, I haven't said
24 anything for quite a while now. I've let it go for
25 quite a while. And it just got to me and I thought

1 now they're raising the rate again.

2 **MS. HUDSON:** Okay. And we have your name.
3 We can have someone on our engineering staff get
4 back with you and help you facilitate contacting DEP
5 in that regard.

6 **MR. TRUCKERMILLER:** Okay. Thank you.

7 **MS. HUDSON:** Thank you.

8 Mr. Roger Robbins.

9 **MR. ROBBINS:** Hi.

10 **MS. HUDSON:** Hi.

11 **MR. ROBBINS:** My name is Roger Robbins.
12 That's R-O-B-B-I-N-S. I live at 331 Yellow Willow
13 Street. That's Sebring.

14 My wife and I moved down here, we've been
15 down here a little over two years. Last summer my
16 wife and I, we were away for the day, and we came
17 home and it just, everything seemed normal. And she
18 went to drink some water and she took her meds, and
19 the next morning she woke up and, God, she was
20 sicker than a dog. And I said, do you want me to
21 take you to the hospital? She said, no, I think I
22 can get past (phonetic) it. So we kind of let it
23 float.

24 And then we went down to the swimming pool
25 and we were talking to some of the people. We're

1 year-round, so we stay year-round. And there was,
2 there was another couple down there and they said,
3 did you get the notice? I said, what notice? Well,
4 supposedly they put a notice on the people's door
5 saying that the water, don't drink it. Too late.
6 We're already sick.

7 Now, where we come from up there in
8 Pennsylvania, how the, the water company handled
9 that up there, what they would do, they would use an
10 automated computer system telling you not to drink
11 the water or don't flush your toilet or something
12 like that. And then when they were done, they
13 would -- had this automatic call going in so you
14 already knew.

15 This is definitely a health issue. I
16 don't think any senior needs anymore problems with
17 something as simple as drinking water. And the
18 previous speaker, I totally agree, the water stinks.

19 I've experienced this in the past when I
20 visited my grand mom up in Michigan and the water
21 smelled exactly the same. And every time I went
22 home, I said, sorry, Grandma, I can't drink your
23 water, it's really bad. So when you turn the spigot
24 on down here, I can't believe it. Up north when you
25 turn the spigot on, there's no odor, there's no

1 nothing even though they treated it.

2 And I can't see how you can get a rate
3 increase out of this. Everything seems -- it's
4 profit driven instead of consumer concern. I mean,
5 I don't mind paying for good service, but if you're
6 going to give me water that I can't even drink, and
7 then when you go to take a shower, you don't even
8 feel like you're clean, your body feels like there's
9 a coating on it or something and you can smell it --
10 when you turn that water on and you're standing
11 there, it's almost like a vapor coming up, and I'm
12 not used to that. This was a rude awakening.

13 I mean, I know that you need increases for
14 profits, but I think it should be the other way
15 around. Fix it first, and then I will applaud and
16 say, yeah.

17 And one more thing, the other thing is
18 being a senior, I'm on a fixed income. God, we're
19 being killed with everything between the price of
20 the health insurance, the gas, and now this. The
21 utilities, they're killing us. I mean, you've got
22 to think about other people.

23 And I don't know whether this pertains to
24 the subject, but what about those people that are
25 only down here for just a couple of months? I feel

1 like I'm picking up their part of the bill. I don't
2 know how you can resolve that or how you can make
3 that fair, but I do think that this should be
4 thought through a little bit more. And, again, I'm
5 only speaking for myself as a senior. Look at our
6 end, what we've got to face. Money is money. I
7 don't care if it's a dollar or \$2, it's a lot.
8 Thank you.

9 **MS. HUDSON:** I do have one question in
10 regards to the -- you were indicating about maybe
11 you didn't receive the boil water notice. How long
12 ago was that incident?

13 **MR. ROBBINS:** Actually, that was
14 probably -- I don't know whether it was June or
15 July. It was during those months. And there was
16 nothing on our door. I mean, I went out and checked
17 to see whether the wind might have blown it off or
18 anything. There was nothing.

19 And, yeah, that's the other thing, there
20 should be an account for the people that are staying
21 here year-round that the water company knows. If
22 they're not going to use the computer, then at least
23 find out who's here year-round so you can get the
24 notice out there. Because maybe next time someone
25 drinks that water, you'll have to rush them to the

1 hospital because of water.

2 **MS. HUDSON:** Well, we'll have the
3 engineers look into the, what happened in that
4 particular incident because that's --

5 **UNIDENTIFIED SPEAKER:** The letter was
6 mailed out like seven days after.

7 **MS. HUDSON:** Okay.

8 **UNIDENTIFIED SPEAKER:** But it was too
9 late. Everybody had already been drinking it
10 anyway.

11 (Simultaneous conversation.)

12 **MS. HUDSON:** Okay. We have to speak one
13 at a time so we can know who you are and who the
14 comments are coming from. But we will have an
15 engineer look into that incident and the boil water
16 practices of the utility.

17 **MR. ROBBINS:** Okay.

18 **MS. HUDSON:** Thank you.

19 Norma Grunwell.

20 **MS. GRUNWELL:** Yes. My name is Norma
21 Grunwell, G-R-U-N-W-E-L-L. I guess you can call me
22 a snow bird. I'm here six months of the year. And
23 my concern is the rate I pay, six months -- all 12
24 months of the year I pay for the water, the
25 privilege of having water, and that seems to be

1 going up and up and up.

2 And the concern is the quality of the
3 water. The quality of the water, it smells, yes, it
4 does, it tastes. And we received a notice that it
5 was not safe to drink. When I called the office
6 after a three-month period and asking them if it had
7 been resolved, I was told that we would receive a
8 letter that would tell us that the issue had been
9 resolved. We've received no letter of any
10 resolution whatsoever.

11 Another incident that happened to us last
12 year is when we leave, we turn all water valves off.
13 We have a water valve that's in the ground that
14 would not turn. So we called the water company, and
15 they sent out someone who came with no tools, who
16 came with no parts. He left and said he would come
17 back again. We waited a week and a half and still
18 had not received any return visit.

19 I was -- we were getting close to the time
20 that we had to leave. We had family medical issues,
21 we had to leave, but we -- so I called the water
22 company again. They sent the same man out with no
23 tools, no part. He said that there needed to be a
24 replacing of the valve and he didn't have the valve
25 to replace. He said that he would bring it and come

1 back. He did not.

2 The day we were leaving he showed up, but
3 he didn't, he said he didn't have the valve, that he
4 had it on order. Well, I told him at that point in
5 time that I needed, when he fixed it, to make sure
6 that he turned the valve to the off position so that
7 when we returned we can (inaudible). I did not want
8 it shut off.

9 When we came back this year, we had no
10 water. We opened all the valves; we had no water.
11 Evidently he never came back. There was an air lock
12 in the valve. The same valve was there; there was
13 no change in the valve. And I had to pay to have my
14 water turned back on. I was charged for
15 reconnection. I didn't want to be reconnected. I
16 never wanted to be disconnected. But it, it cost,
17 it cost \$35 to have that done. And how can you be
18 without water? You have to have water.

19 We don't drink the water. We only use
20 it -- and I boil everything I cook with, you know,
21 because I don't trust the water because I have not
22 received any letter that says to me the water is
23 safe. We buy our drinking water; we buy it
24 separate, you know.

25 And now we want to reward these people for

1 having a company that doesn't take care of its
2 customers? I don't think so. They send people out
3 to fix something and they don't have the tools, they
4 don't have the parts, they don't honor their word
5 that says I'm going to be back and do the job. And
6 there's never been a phone call, there's never been
7 anything to, to make it right in my mind, you know.
8 It's just, okay, we've got water.

9 Finally there was a different person who
10 showed up, and that person, what he did was unloosen
11 everything, put it back together, and it took the
12 bubble out and we have water. But we still have the
13 same valve. It won't turn on and off. But, and my
14 husband is, is working, in fact, he's working on it
15 right now to put our own shutoff in so that I know
16 my house isn't going to be flooded later when we
17 come back next year. Thank you.

18 **MS. HUDSON:** Thank you.

19 Peter -- and I'm not sure how to pronounce
20 the last name.

21 **MR. MACERI:** Maceri.

22 **MS. HUDSON:** Maceri.

23 **MR. MACERI:** Good evening. My name is
24 Peter Maceri, M-A-C-E-R-I. I live at 2304 Oak Beach
25 Boulevard on Lake Josephine. This is probably my

1 third meeting I've been to for this, for the water
2 rates.

3 I don't drink the water. I buy water. It
4 smells as I take a shower. I have -- I had a rental
5 house that had well water and their water I would
6 drink. It's beautiful water. And the guy still has
7 well water. You ought to see the water. It's right
8 around the same area.

9 The rates, I know no reason why they're
10 going up. We had a fire recently down the street
11 from me. They had to pump water out of the lake to
12 put the fire out. I was told some time ago that
13 we're going to have a fire hydrant put in, but that
14 never happened. Our rates, our insurance rates go
15 up if we don't have fire hydrants.

16 What's going to happen if we have a freeze
17 tomorrow and the pipes burst? Is the water company
18 going to reimburse the people or be easy with the
19 bill or will it skyrocket? Three years ago I had a
20 \$5,000 water bill that I had to pay \$5,000 because
21 my pipe broke. I was on vacation. I come back,
22 there was a lot of water and I couldn't believe it.
23 Fortunately my insurance company paid for half of
24 it. The other half I paid. Still \$2,500.

25 I think if we have a freeze tomorrow and

1 the pipes start breaking around the area, we should,
2 the water company should have some method of
3 lowering bills down to a bare minimum where people
4 can afford to pay it.

5 We, we need fire hydrants to keep our
6 insurance rates down. I've been here ten years.
7 When I first moved here, my water bill was \$8 to
8 \$10 a month. Now they're up to \$16, \$18 a month. I
9 can understand a rate increase if the services are
10 better, if we had fire hydrants, if we had a water
11 company that really let us know if the water is bad.
12 I got two notices last year that do not drink the
13 water. I don't drink the water. I'm buying water.
14 It costs me, you know, so much to buy the water, and
15 that's on top of my water bill. So I probably spend
16 another 15 bucks a month for water I buy.

17 I think the company has to really look at
18 itself inside and out and do a little better service
19 for the people here in Sebring. I understand this
20 company has other problems in other cities. I
21 think, you know, we need a better service and better
22 water for the rest of this area.

23 I'm a realtor, and when somebody asks you
24 how the water is when I go to sell a house, I really
25 can't answer the question. I say, well, you better

1 buy bottled water, because it's not drinkable to me.
2 Now, two or three years ago I was heavier
3 (phonetic). I drank the water, so I lost a lot of
4 weight. Thank you very much.

5 **MS. HUDSON:** Thank you.

6 John Cox.

7 **MR. COX:** Good evening. My name is John
8 Cox. I live at 2700 Oak Beach Boulevard, Sebring.
9 And I'm pretty much here just to reiterate what Pete
10 and everybody else said. I can't honestly
11 understand, we get three notices over the last
12 couple of years that the water is not fit to drink,
13 and how can you tell us to go buy water to drink and
14 then jack, raise the price up again? I just don't
15 understand it. It doesn't make any sense. Thank
16 you.

17 **MS. HUDSON:** Thank you.

18 Charles Cook.

19 **MR. COOK:** My name is Charles Cook, and I
20 live in Sebring Lake Estates. A lot of what has
21 already been said I was going to say. However, I
22 live right around the corner from one of the wells.
23 I don't know if they have one in Josephine, Lake
24 Josephine or not, but I live at the one at Sebring
25 Lake Estates right around the corner. I see a lot

1 that goes on; I see a lot that doesn't go on.

2 Back in, just an experience back in July
3 or April of last year, we had brown water for 11
4 days. 11 days we could not use our water. For
5 11 days it stained clothes, it stained towels.
6 Every three or four months you're changing the
7 flappers in your toilets because the amount of
8 chemical coming out is eating the flapper away and
9 causing your toilets to run constantly.

10 Yes, they put in a half a million dollar
11 plus holding system, tanks, whatever, but as far as
12 I know, they still don't have anything to
13 mechanically, computer-ly inject the right amount of
14 chemicals in. You see trucks by there every day
15 turning valves, you see trucks by there flushing.
16 When I came out today, I passed by there. It was a
17 lake where they were emptying thousands of gallons
18 of water onto the ground, and it looks like a river
19 at another end where they have a pipe up in the air.

20 You know, returning to the brown water, it
21 stained -- it ruined my dishwasher. We had the
22 problems today out there back then, and we were
23 interviewed. We had the EPA, Department of
24 Environmental Protection out there. It ruined my
25 dishwasher, and I refuse to get another one because

1 I don't want to spend \$300 or \$400 and have it
2 ruined as well.

3 The, I don't know what to call it, buildup
4 around the faucets you turn on, around on your
5 faucets in your tub, nothing takes that off. You
6 have to scrub and scrub and with wire stuff and then
7 you ruin your fixtures. Then you have to go buy
8 more fixtures.

9 It's all about money, yes. It's all about
10 money for the company, yes. Yes, they're entitled
11 to an investment return, but like Jack said, ten
12 years ago I was paying \$10 when I moved in there.
13 Now I'm 45 to 50 for water I can't drink, for water
14 that may cause me cancer down the road. Now if
15 that's going to happen, you know, why shouldn't I
16 just, you know, drink well water, you know? It
17 might just be the same.

18 When the brown water was done and people
19 were, all the people in my area were saying, you
20 know, we're going to be reimbursed for this. I
21 myself -- my wife was out of town -- I didn't flush
22 my system like others did because they're larger
23 families, but all they did was reimburse them for
24 the amount of water they used to flush the system.
25 6,000, 10,000 gallons, whatever. They didn't give

1 me any reimbursement for a \$400 dishwasher that had
2 been ruined, for sinks that had been ruined, for
3 clothes that had been ruined. No, no compensation
4 for any of that.

5 And some of the people here spoke about
6 health problems. Yeah, it can cause health
7 problems. You know, stomach -- one lady out here
8 said she, you know, had one kidney. Do you really
9 want to ruin that other kidney or even take a
10 chance?

11 You know, it's, like, I smoke, but I
12 can -- as the Lord is my witness, if I got cancer, I
13 would not sue the tobacco company. I went into this
14 with my eyes open.

15 We don't have a choice. This water
16 company is a monopoly. We don't have a choice. We
17 either, most people either you take the water or you
18 don't have water. But the same thing with
19 electricity, but somebody, somebody made the
20 analogy, well, you know, when your power goes out,
21 we don't reimburse you for food you lose in your
22 refrigerator. True. But the power don't go out
23 that often. And when the power does go out, the
24 company that we have is out there lickety split in
25 the storm, in the rain to fix it, you know. And if

1 you don't open your freezer, refrigerator for three
2 or four days, that food is still going to stay good,
3 so you have a chance.

4 And it's just unfair, you know. We didn't
5 ask for this \$500,000 flush system to be put in.
6 They chose to to try to fix the ongoing problem
7 that's been ongoing for ten years. At least with
8 Aqua Source we did not have brown water, we did not
9 have all the (inaudible) on our faucets.

10 So it's like the gentleman and everyone
11 said, you know, I'm willing to pay for water, but
12 not water that's going to cause me cancer, not water
13 that I'm going to have to clean my bathtub with
14 hydrochloric acid or something to get the stains
15 out. So I would ask that you not give them the
16 increase because it's just -- we're paying enough.
17 Thanks.

18 **MS. HUDSON:** Thank you.

19 Kathy Madden.

20 **MS. MADDEN:** My name is Kathy Madden. I
21 live at 113 Sierra Avenue in Sebring, Florida, at
22 Lake Josephine area. And I've lived here for one
23 year, and basically I'm saying exactly what they've
24 been saying. I seen the water when it was added.
25 It was brown. Our water comes from Lake Josephine,

1 from that lake to our faucet. How they get it free
2 is the question.

3 In the first place I moved in, rented,
4 (phonetic) used to come out and say this is the
5 worst water I've ever seen. (Inaudible) looks like
6 lake water just about, just a shade lighter than the
7 lake. So when Aqua Source water, and they started
8 treating the water and then we started getting
9 letters where the water wasn't even being tested,
10 they neglected to test it, but they could never
11 explain what they were testing for or what, what any
12 of that meant. Unless you were a rocket scientist,
13 you wouldn't know what it meant. (Inaudible) they
14 told us that -- I have it here, you should have one
15 in the record -- about the chemicals, the haloacetic
16 acids. Well, I looked up (inaudible) and one of the
17 affects if it gets into your system, it can affect
18 your liver and kidneys and your central nervous
19 system. And the one that starts with the haloacetic
20 acids, it can cause a rash.

21 (Inaudible) We're continually exposed to
22 it, and I don't think the water is safe to drink.
23 But when you bathe in that water, go stick your hand
24 in it, your skin absorbs the chemicals or whatever
25 is in that water, it goes throughout your whole body

1 whether you drink it or not.

2 (Inaudible) they sent the next letter that
3 said it was okay to drink but don't use it for your
4 goldfish. Well, if a goldfish can't live in the
5 water, how are we supposed to? Basically I don't
6 drink it. (Inaudible) 3,000 gallons, and if that's
7 true, then the toilet water is going to be put down
8 (inaudible) do my dishes, laundry, and flush my
9 toilet with, and I pay \$40 to flush my toilet.
10 Thank you.

11 **MS. HUDSON:** Thank you.

12 **UNIDENTIFIED SPEAKER:** I'm starting to
13 think that if they're pulling (phonetic) water out
14 of the lake, where's that runoff from all those
15 roads going? It's going into that lake. There's a
16 canal that goes from Lake Jackson down to Lake
17 Josephine. So whatever they're dumping on those
18 crops, we're getting. So if they want a rate
19 increase, they've already given themselves one. Do
20 they deserve one for the water we get, for the
21 service we get? No.

22 Now (inaudible) walking around carrying a
23 can of air freshener if you flush your toilet. It
24 makes your house stink. Thank you.

25 **MS. HUDSON:** Thank you. Those are all the

1 customers that are signed up to speak at this time.
2 I guess, if there's no one else that would like to
3 address us, that will conclude our meeting.

4 As I mentioned before, you can sign on to
5 our website and review any documents that have been
6 filed in this docket if you want to see exactly
7 what's going on in the case. And also on that
8 Special Report there are staff names that you can
9 contact us if you have any questions about anything
10 as well. And, again, thank you for coming out this
11 evening and providing your comments. Thank you.

12 (Proceeding concluded at 6:40 p.m.)
13
14
15
16
17
18
19
20
21
22
23
24
25

1 STATE OF FLORIDA)
 : CERTIFICATE OF REPORTER
 2 COUNTY OF LEON)

3
 4 I, LINDA BOLES, CRR, RPR, Official Commission
 5 Hearings Reporter, Hearing Reporter Services Section,
 6 Office of Commission Clerk, do hereby certify that the
 foregoing proceedings were transcribed from digital
 recording to the best of my ability.

7 I FURTHER CERTIFY that I am not a relative,
 8 employee, attorney, or counsel of any of the parties,
 9 nor am I a relative or employee of any of the parties'
 attorneys or counsel connected with the action, nor am I
 financially interested in the action.

10 DATED this 9th day of March, 2015.

11
 12
 13 *Linda Boles*

14 _____
 15 LINDA BOLES, CRR, RPR
 16 Official FPSC Hearings Reporter
 17 (850) 413-6734
 18
 19
 20
 21
 22
 23
 24
 25