

Application for increase in water and wastewater rates in Highlands County by
HC Waterworks, Inc.

DOCKET NO. 140158-WS

Name David Rhoden
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Sebring FL, 33875

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CONSUMER COMMENTS
H.C. Waterworks Inc. is a company that does not have good customer service or filing of company records. Starting in October 2014 they began adding 2 additional months charges to my bill, claiming they had not recieved payment though I had electronic receipts from them AND confirmation from my bank the funds had been withdrawn. Upon calling the company I was told I could not provide them the number to look it up, I would have to mail them copies. I then asked to speak with a manager and was transferred to 3 other representatives none of which were in management. This has happened each time I call. Until they can keep

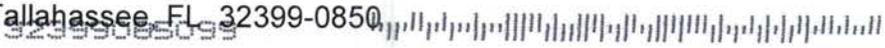
track of current data, rates, and receipts I feel they have no right to raise those rates any higher.

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