

Collin Roehner

From: Ruth McHargue
Sent: Monday, September 19, 2016 1:54 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 121315

Customer correspondence

-----Original Message-----

From: Consumer Contact
Sent: Monday, September 19, 2016 1:13 PM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 121315

The following has been filed as info request to docket 160065-WU (see 1222900C) and info request for water quality, see 1222902C0. DHood

-----Original Message-----

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Monday, September 19, 2016 12:41 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 121315

CUSTOMER INFORMATION

Name: Donald Milroy
Telephone: (817) 371-3044
Email: don@gnsfoods.com
Address: 480 S Gulf Blvd Placida FL 33946

BUSINESS INFORMATION

Business Account Name: Donald Milroy
Account Number:
Address: 480 S Gulf Blvd Placida FL 33946

Water County Selected: Charlotte

COMPLAINT INFORMATION

Complaint: Other Complaint against Bocilla Utilities, Inc.
Details:
RE: Docket No. 160065-WU, Bocilla Utilities, Inc.

We have been homeowners on Don Pedro Island since 2003 and have had unsatisfactory service from Bocilla Utilities the entire time.

Most recently after returning home from three consecutive trips our water was brown and had a horrific odor.

The water had to be run for almost 10 minutes for the smell to even subside.

See the attached photo of the “Brown Ice” that was in our freezer each time.

Over the years I can remember receiving only one “Boil Notice” and it was not timely to the event that caused it.

There is a complete lack of response to voice messages or emailed communications.

Members of the Fire Department have told us that the water pressure is insufficient to effectively fight a house fire.

None of these concerns have ever been addressed by the owner of Bocilla Utilities.