

Antonia Hover

From: Angie Calhoun
Sent: Thursday, June 21, 2018 8:43 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20160101
Attachments: Utilities, Inc.; Utilities, Inc. additional Comment

Consumer Correspondence for docket 20160101.

From: Diane Hood
Sent: Thursday, June 21, 2018 8:41 AM
To: Angie Calhoun
Subject: To CLK Docket 20160101

Also file for water quality, see 1280812W. DHood

Antonia Hover

From: Paul Hernandez <pern777@msn.com>
Sent: Thursday, June 21, 2018 7:19 AM
To: Consumer Contact
Cc: holli25@msn.com
Subject: Utilities, Inc.

Good Day,

I am writing in reference to the notice that I recently received regarding Utilities, Inc. request for a rate increase. This is DOCKET NO. 20170005-WS, Order No. PSC-2017-0480-PAA-WS.

This provider consistently sends Public Notices about TTHM levels being above drinking water standards. Are you aware of this? Why would anyone grant a rate increase to a company that consistently misses the mark? They spend more money on the paperwork and mailing of these notices that should be spent on fixing the problem!

I don't know what standard that is used to gauge the quality of service of this "utility" but elsewhere in the business sector if you don't perform, you don't get a raise and you probably lose your job. Why isn't this standard used for Utilities, Inc? Is it a monopoly for this particular area?

I say either they live up to the standards set or they don't get the increase and...could they possibly lose the right to supply the water in this area?

I look forward to your reply.

Paul Hernandez
9518 Meadow Crest Lane
Clermont, FL 34711
pern777@msn.com

Antonia Hover

From: Paul Hernandez <pern777@msn.com>
Sent: Thursday, June 21, 2018 7:25 AM
To: Consumer Contact
Cc: holli25@msn.com
Subject: Utilities, Inc. additional Comment

From: [Paul Hernandez](#)
Sent: Thursday, June 21, 2018 7:19 AM
To: contact@psc.state.fl.us
Cc: holli25@msn.com
Subject: Utilities, Inc.

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Paul Hernandez
9518 Meadow Crest Lane
Clermont, FL 34711
pern777@msn.com

P.S. Even one of the service techs sent to our home recently said, "I wouldn't drink this water"!!