

**Jacob Veaghn**

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**From:** Jacob Veaghn on behalf of Records Clerk  
**Sent:** Monday, August 31, 2020 11:41 AM  
**To:** 'Heather Shepherd'  
**Cc:** Consumer Contact  
**Subject:** RE: Docket No. 20200152-WS, East Marion Utilities, LLC

Good Morning, Heather Shepherd

We will be placing your comments below in consumer correspondence in Docket No. 20200152 and forwarding your comments to the Office of Consumer Assistance and Outreach.

Jacob Veaghn  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399  
Jacob.Veaghn@psc.state.fl.us  
850.413.6656

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

From: Heather Shepherd <hrsheph@yahoo.com>  
Sent: Saturday, August 29, 2020 7:01 PM  
To: Records Clerk <CLERK@PSC.STATE.FL.US>  
Subject: Docket No. 20200152-WS, East Marion Utilities, LLC

Good afternoon,

We will be providing this & the mail comment cards in regards to wishing to decline a pay increase to be allowed for utilities company.

We moved to Lakeview Woods In February of 2018 & our first Real experience with bad water. Our first week here the smell was so bad of rotten eggs/sewage that we were lucky to still have our other place of residence to stay in while moving our stuff, in which we did stay there, while we could, due to the overbearing smell. It felt we couldn't even breath, without being sick, it was so bad. During this time also there was a residue look to the water. From February 2018 up to now, current of August 2020, there has been multiple incidents of smelly water, looking cloudy, actually feeling thick/heavy when showering like a residue was in the water making you dirty instead of clean, clothes & dishes looking & feeling Dirty/odd smell no matter the detergents used, experience of hair loss, skin irritations and scalp/skin burning where dr has said possibly water issues, after having had everything else ruled out. There's been times even when I've been reluctant to water grass because I had noticed our grass being killed by actually watering it a few times through our residency here. We would love to get a pool but are hesitant because of water quality. We have used & use filters & have had house checked to make sure it's not anything else. Filters & softener systems are in use & still don't help water issues much. With continuous issues from water, I decline we have pay increase for an issue that seems continuously unresolved. We also have 2 meter spots/covers, that I have called on multiple, one being a 2 foot hole with a busted meter once you dig down to find one & the other I'm not sure if it's ours, I never see anyone check them & no one returns my calls or emails regarding questions on them.

Thank you,

Heather Shepherd  
1069 NE 130th TER  
Silver Springs, Fl 34488