

Brian Schultz

From: Brian Schultz on behalf of Records Clerk
Sent: Thursday, November 19, 2020 4:39 PM
To: 'Pete & De Hooper'
Cc: Consumer Contact
Subject: RE: Docket # 20200139-WS

Good Afternoon,

We will be placing your comments below in consumer correspondence in Docket No. 20200139-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Brian Schultz

Commission Deputy Clerk II
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850.413.6770

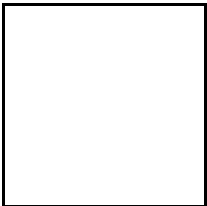
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From: Pete & De Hooper <VHooper@cfl.rr.com>
Sent: Thursday, November 19, 2020 10:58 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Cc: Amber Norris <amnorris@psc.state.fl.us>
Subject: Docket # 20200139-WS

We are sending this email in protest of the Application for Increase by Utilities, Inc.. We have lived in this community almost 15 years and have experienced nothing but problems with our water. First and foremost is the cost of water and sewage. Having moved here from the mid-Atlantic area and having municipal water and wastewater, we were aghast upon receiving our first bill from Utilities, Inc. Our monthly bill was equal to our quarterly bill, yes, that's 3 times higher for water and wastewater. Secondly is the quality of the water we pay so dearly for. We have had to replace one water conditioning system already because it was damaged so severely internally by the sand and debris passing through it. We now have a water conditioner and whole house filter and the filter requires changing every three months from the filth in the water. At every change the filter is orange colored and is full of a slimy stringy substance. Finally our water pressure is so low in our community that we are required to stagger our irrigation operations because there is not enough pressure to operate all homes/systems at any given time. These issues have existed

since we've lived here. Utilities, Inc. has applied for many increases and with one exception everyone has been approved. Not only do you give the citizens the impression that you are uncaring of our problems, you now allow the utility providers to apply their increase while waiting for your approval! Please take the citizen taxpayers' concerns to heart this time. Please don't "rubber stamp" this rate increase application. Please don't allow this plea to fall on deaf ears. Thanks you for accepting these comments.

Vernon and Delores Hooper
936 Forest Breeze Path
Leesburg, FL 34748
352-360-7009



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