

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 20200139 - WS

Name GLORIA N. FLAD
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CUSTOMER COMMENTS

Utilities, Inc. had a Public Service Commission hearing several years ago in Pennbrooke Fairways, Leesburg, Florida, for the purpose of a rate increase. The stated reason for the needed rate increase was among other items to improve the quality of the water and to improve the constant pressure of the delivered water. The rate increase was granted.

The above items have never been corrected. If you wash in their water a new white towel in three washing in their water, it will become beige due to the iron in the water. Also, the delivered pressure at times is still very low. The filters to remove the iron in the water have never been replaced as stated they would be in order to improve the quality. I know not why the pressure rate varies, but it still needs to be corrected. If adequate filters are installed the iron will be removed, and whites will stay white in their water.

As far as suppling water to new communities, the developer of those communities should be responsible for the cost of suppling that water not the entire scope of consumers.

I feel that the rate increase should be denied until these items which were to be corrected by the other rate increase are accomplished satisfactorily.

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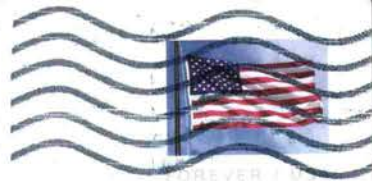
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Ms. Gloria N. Flad
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