

**Antonia Hover**

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**From:** Antonia Hover on behalf of Records Clerk  
**Sent:** Monday, April 11, 2022 11:52 AM  
**To:** 'lillysue02@yahoo.com'  
**Cc:** Consumer Contact  
**Subject:** FW: HC WATERWORKS INC RATE INCREASE...  
**Attachments:** Lilly's 2022waterworks increase.docx

Good Morning, Thomas and Suzzanne Lilly.

We will be placing your comments below in consumer correspondence in Docket No. 20210184, and forwarding them to the Office of Consumer Assistance and Outreach.

Thank you!

*Toni Hover*  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
Phone: (850) 413-6467

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**From:** Sue Lilly <lillysue02@yahoo.com>  
**Sent:** Saturday, April 9, 2022 2:58 PM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** HC WATERWORKS INC RATE INCREASE...

This is in reference to Docket No. 10120284-WS, HC WATERWORKS, INC.  
Please see attached file

Thank you  
Thomas Lilly  
Suzzanne Lilly

9 April 2022

Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Reference: Docket No. 10120284-WS, HC WATERWORKS, INC.

Office of Commission Clerk,

We are writing this with great concern regarding HC WATERWORKS, INC. and their proposed rate hike. First of all, HC WATERWORKS, INC had an increase in their rates as recently as 2020 and wastewater in 2015.

The water quality is such, that we will not consume it or let our pets consume it. The water has a rotten smell on a frequent basis and doesn't seem to get any better, regardless of residents numerous complaints. We have not forwarded a complaint, as of yet! However, you can bet that is going to change in hopes of getting a better quality of water, for which I feel we are paying at this time.

We travel between our former residence in Michigan, and Florida. Florida is now our residence and we spend the majority of time [8 months] here. During the period of time we are gone and use no water or sewage, we are required to pay a minimum amount for water [not used] and the disposal of the water we don't use. This is something we feel is wrong, as they are profiting on both ends during those months.

HC WATERWORKS, INC should be forced to tighten their belts and show a history of quality water that their rates indicate before they are granted any further rate increases.

With great concern, thank you for your consideration.

Sincerely

*Thomas Lilly*

*Suzanne Lilly*

P.S.

Social Security had an increase of 5.9% and HC WATERWORKS INC. is asking for a 10.1% increase...doesn't seem right to us on our fixed income.