

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Monday, May 22, 2023 8:30 AM
To: 'J Steven Middaugh'
Cc: Consumer Contact
Subject: RE: Docket No. 20220185-WS, Crestridge Utilities, LLC

Good Morning, J. Steven Middaugh.

We will be placing your comments below in consumer correspondence in Docket No. 20220185, 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

From: J Steven Middaugh <morpheon13@gmail.com>
Sent: Saturday, May 20, 2023 4:35 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>; Timothy Sparks <TSparks@psc.state.fl.us>
Subject: Docket No. 20220185-WS, Crestridge Utilities, LLC

Crestridge Utilities application for rate increase should be delayed until the quality and reliability of clean water has been consistent for at least 6 mos.

- Water service has been shut off numerous times over the last year because of maintenance problems
- The water pressure is intermittent and sand clogs our fixtures and collects into the hot water tank and toilet.
- Emergency Boil Water Notices have been prevalent and differences in billing notices coming from different sources are confusing and cause payment errors.

A rate increase without improvement in water quality and reliability is unacceptable and counterproductive. This is not a Third World country and shouldn't allow these conditions to exist let alone pay more for them.

Thank you,

J Steven Middaugh