

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Monday, May 22, 2023 1:10 PM
To: 'Andrea Williams'
Cc: Consumer Contact
Subject: RE: Docket No. 20220185-WS, McLeod Gardens Utilities, LLC

Good Afternoon, Andrea Williams.

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

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

From: Andrea Williams <andrea@thefreedomtour.org>
Sent: Monday, May 22, 2023 12:50 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket No. 20220185-WS, McLeod Gardens Utilities, LLC

To whom it may concern:

I am a current customer of Mcleod Gardens Utilities.

I am writing to comment on the service that this company has provided in the past five years. In the past year, I've had to complain to the public service commission three times about Mcleod gardens. My complaint was that their water had a horrid smell and nothing was being done about getting it.

Also, after being told to please call when there was a problem, I would call to speak to someone and no one would answer the phone repeatedly. I know for a fact they have caller ID and no who's calling so they were legitimately ignoring my phone calls. My mother-in-law who lives next-door has experienced the exact same treatment.

Our complaints have been ignored until we have reached out to the Public Service Commission to file a formal complaint.

Thank you so much.

Sent from my iPhone