

**Antonia Hover**

**From:** Antonia Hover on behalf of Records Clerk  
**Sent:** Friday, May 26, 2023 9:38 AM  
**To:** 'andronicuspannell@gmail.com'  
**Cc:** Consumer Contact  
**Subject:** FW: Docket# 20220185-WS Holiday Gardens utilities LLC  
**Attachments:** Holiday Gardens May bill.pdf; May bill paid in full request to reconnect service .pdf; May 11, 2023 Holiday Gardens receipt (1).pdf; Holiday Gardens May 22 threatening shut off for \$15.00 reconnect fee and a \$5.25 late fee .jpg

Good Morning, Andronicus Pannell.

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: andronicus pannell <andronicuspannell@gmail.com>  
Sent: Friday, May 26, 2023 9:12 AM  
To: Records Clerk <CLERK@PSC.STATE.FL.US>  
Subject: Docket# 20220185-WS Holiday Gardens utilities LLC

These are my comments regarding the quality of service with holiday Gardens Utilities. I have been a customer for over 3 years and we are constantly under a boil water notice due to not being able to drink the water. At least 6 times per year. Maybe more. I recently moved in Feb to a new address and almost right away we were under a boil water notice for almost 2 months while they fixed equipment. In May I requested a payment ext. and was denied so they shut my water off. I was without water for almost 10 days. I paid the entire bill on May 11, 2023 the past due amount and the future bill which would become due on May 21, 2022 it was all paid. This was on a Thursday May 11, 2023 And Holiday Gardens made me wait 5 more days AFTER paying my bill before they turned my water back on. They reconnected my service on May 22, 2023 and then on May 23, 2023 the very next day I went to wash my hands and there was no water. The water was back off. I contacted them this was after hours and was told they had an emergency break and had to shut the water off and didn't know how long it would be off. They gave no warning of them shutting the water off and this happens all the time. They don't call, email anything, they just shut the water off so they can fix something. As I said after paying my bill they made me wait 5 days before they turned my water back on. And then just yesterday I got a threatening shut off letter from them stating I owed them \$20.25 this is not for services it's a \$15.00 reconnect fee and a \$5.25 late fee charged for the late \$15.00 they charged me this for turning my water back on May 22, 2023 I thought they were going to add the reconnect fee on my next bill due June 21, 2023 but no they told me the day after they turned my water back on in a letter that if I did not pay this \$20.25 they would shut my water off on May 29 and not turn it back on until I paid the \$20.25 along with an additional \$15.00 for a SECOND reconnect fee. This company is HORRIBLE. 80% of the time you can't drink the water it is boil water only and then they shut your water off for repairs constantly without warning. And as you can see they are very cut throat as a company. And they want to raise their rates? What for? For more water I can't drink that I have to boil? For having the

water constantly shut off without warning while they make emergency repairs? And when they shut your water off for non payment they make you wait 5 days before they restore your service? Haven't I spent enough money purchasing bottled water that I can actually drink all this time? Water that is safe to drink and can rely on. They should be paying me. Thank you. Ms.

Andronicus

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**Billing from Holiday Gardens Utilities, LLC**

1 message

**holiday gardens utilities, LLC** <noreply@payclix.com>

Mon, May 1, 2023 at 5:03 PM

Reply-To: evelyn@fus1llc.com

To: andronicuspannell@gmail.com

Dear ANDRONICUS O PANNELL/Holiday Gardens Utilities, LLC;

This is the updated billing statement from Holiday Gardens Utilities, LLC

**If you have made other payment arrangements for this billing please disregard this email.**

All open invoices and their due dates are shown below.

Account #	Date	Due Date	Status	Amount Due
0275L-4	05/01/2023	05/21/2023	Due in 20 Days	\$157.29

**Please "Click" on [this link](#) to access your secure account and view your open invoice.**

You can pay the invoice electronically and receive an instant receipt as verification of your payment.

Thank you for being a valued customer. We appreciate your business.

Holiday Gardens Utilities, LLC  
[5911 Trouble Creek Rd](#)  
[New Port Richey, FLORIDA 34652](#)  
[evelyn@fus1llc.com](mailto:evelyn@fus1llc.com)  
863-904-5574

If you do not wish to receive further email notifications of new invoices, you can select the following link " [Discontinue Email Notification](#) " to opt out of our email notification system.

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**Bill payment**

1 message

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**andronicus pannell** <andronicuspannell@gmail.com>

Thu, May 11, 2023 at 11:47 AM

To: evelyn@fus1llc.com

My bill was paid in full. Please turn my water back on. Thank you. See attached receipt. Ms. Andronicus

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**2 attachments**

 **May 11, 2023 Holiday gardens payment .mhtml**  
1530K

 **May 11, 2023 Holiday Gardens receipt .mhtml**  
12515K

99+

Compose

1 of 10,406

Mail

**Inbox** 3,210

Starred

Snoozed

Sent

**Drafts** 54

Categories

**Social** 1

**Updates** 2,217

More

Chat

Spaces

Meet

Labels

# PayClix payment notification (PPN-43) for Florida Utility Services 1, LLC Inbox x



**support@payclix.com**  
to me

11:43 AM (2 minutes ago)

**Thank you for your payment. For a current and updated balance please contact the utility office at 727-937-6275.**

PayClix, as the payment agent for Florida Utility Services 1, LLC is sending you this email notice as a confirmation of the credit card payment in the amount of \$160.29 was submitted on 05/11/2023 by Customer ID: 0372L-2, Andronicus Onesimus Pannell at 5317 Tammy Ln for the Holiday Gardens Utilities, LLC account.

If you have any questions, comments or issues related to this notice please let us know by replying to this email.

# Holiday Gardens Utilities, LLC

5911 Trouble Creek Road  
New Port Richey, FL 34652  
727-937-6275

## Final Notice

5/22/2023

Amount Past Due	\$15.00
Late Fee	\$5.25
Amount Now Due	\$20.25

ANDRONICUS O PANNELL  
5317 TAMMY LN  
HOLIDAY, FL 34690

Amount Remitted

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Account Number	Service Address	Service Cut Off Date
0275L-4	5317 TAMMY LN.	5/29/2023

Detach Top and Return With Payment

According to our records your account is delinquent in the amount stated above. Your service is subject to cutoff if the past due balance is not paid in full by the service cutoff date.

If you believe the past due amount is not correct, you may contact us between 9 A.M. and 4 P.M. Monday through Friday either in person or by calling 727-937-6275. Our office is able to adjust a customer's bill in case of error.

It is your responsibility to ensure the delinquency is remedied. You have until 12:00 p.m. on the above service cutoff date to contact us. If we do not hear from you your service will be disconnected. Your service will only be turned back on after your balance is paid in full along with a \$15 reconnection fee.

If your payment has crossed this letter in the mail, please disregard this letter.

Sincerely,

Holiday Gardens Utilities