

Darius Robinson

From: Darius Robinson on behalf of Records Clerk
Sent: Monday, June 12, 2023 8:30 AM
To: 'mary WILLIAMS'
Cc: Consumer Contact
Subject: RE: Docket No. 20220185-WS, McLeod Gardens Utilities LLC

Good Morning, Mary 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!

Darius Robinson
Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6195

From: mary WILLIAMS <mary59bwilliams@msn.com>
Sent: Sunday, June 11, 2023 11:54 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket No. 20220185-WS, McLeod Gardens Utilities LLC

I am sending this email to oppose the rate increase for our water rates but mostly to share the quality of our water and service.

For more than a year now we have been battling the quality of our water, they can not keep chlorine in our water. As I write this there is no measure of chlorine in our water, I test with a swimming pool chlorine kit. We have called the business office and complained, they will come out and add chlorine, and when they do it is so strong that it will bleach your clothes. Then in a few days there will be no more chlorine in the water and they will do the same thing, I ask the office why can't they keep chlorine in the water and they can't answer. I ask to talk to someone higher up and they just tell me they are putting a note on there desk and I never hear from anyone. I have made multiple complaints to the health department talked to Mr. Nickerson several times and ask them to come to my house to check my water but I have yet to see anyone. I filled a report to state and McLeod water was supposed to respond to me and I have yet to hear from them either the reference number is 190393 on 4-2-2023 and I know there were more complaints filled against them. I know for a while they were bringing in chlorine in pool jugs, the maintenance man said they have a supplier now. I have his number and I am continuously texting him telling him there is no chlorine in the water. If nothing else maybe you could investigate and help this community have CLEAN WATER

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