

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Monday, June 12, 2023 1:10 PM
To: 'Travis George'
Cc: Consumer Contact
Subject: RE: Holiday Garden Utilities quality of service (20220185-ws)

Good Afternoon, Travis George.

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: Travis George <ecomtrav@gmail.com>
Sent: Monday, June 12, 2023 1:06 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Cc: Timothy Sparks <TSparks@psc.state.fl.us>
Subject: Holiday Garden Utilities quality of service (20220185-ws)

Hopefully this email reaches you in time for the June 13th commission. I've been a resident who has unfortunately been under the Holiday garden and utilities services for somewhere around 8 or 9 years now. I've lived in 3 different places and I've never had such bad experiences/services with any utility companies, like I have with this one.

Here's a breakdown of some problems I've had with them:

1. Constant Boil Water notices: This company has more boil water notices than there are months in the year. I believe I've received 7 so far this year and some of them span two weeks in length. I constantly need to have an additional supply of fresh water for myself and my animals. It happens so frequently that its difficult to remember if we can or cannot drink the water... We've never received any compensation for water of which was not drinkable.
2. Horrible service: getting ahold of anyone on the phone is very difficult. You may have to call in 20 times just to speak with someone. That goes into my next complaint
3. Multiple False delinquent payment notices: Their system has sent me a delinquent payment notice 2 or 3 times stating my water would be shut-off in 24 hours. After having to call in 30 times to speak to someone, I explain to them that they already took my money via autopay and that I don't owe them anything..
4. The owner is incredibly rude: I've dealt with the owner personally after finding out I had been paying for both my own water and my neighbors water for over 5 years. I had called in multiple times asking why my water bill

was so high and they never helped out. It wasn't until I had a leaking pipe where I needed to shut off the water at the meter where they finally admitted that the meter was also combined with my backdoor neighbors.

When I talked about bringing this up to the local news station the owner threatened to sue me while continuously cussing at me. To say that he is a jerk, is a vast understatement. Reviews under all of his companies are all bad.

I feel like I'm living in flint Michigan at times. **This utility company does not deserve an additional dime of profit.**