

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Friday, January 19, 2024 10:06 AM
To: 'Stephanie DeFuria'
Cc: Consumer Contact
Subject: RE: Pinecrest Utilities court case , docket no. 20230071-Wu

Good Morning, Stephanie DeFuria.

We will be placing your comments below in consumer correspondence in Docket Number 20230071, 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

PLEASE NOTE: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your email message may be subject to public disclosure.

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

From: Stephanie DeFuria <defuria3510@gmail.com>
Sent: Friday, January 19, 2024 10:00 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Pinecrest Utilities court case , docket no. 20230071-Wu

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Hi, my name is Stephanie Lynn DeFuria and I am the owner of 6046 Citrus Highlands Court. In Bartow, FL 33830 . I am supplied my water by the Pinecrest utility company. I received a letter that there is a court hearing in regards to our water interest rates going up, and I would like to speak on this matter. I moved in around two months ago into my new home and I immediately noticed that the water had an orange tint in the bathtub. I am a single mother of two girls and I have a third daughter on the way. I am six months pregnant . I was immediately alarmed as I noticed the water was a yellowish /orange color in my daughters bathtub . I immediately called the water company and they were very rude and nasty to me and basically said it was my problem I needed to get my pipes checked . I went ahead and had a water company come out for a free water check and they said there was rust in the water, and the pH balance was off. they offered me a water filtration system that would cost me over \$3000. Luckily , I have my boyfriend who is a handyman and was able to install a water filtration system for around \$1500.. I have kept six different samples of the water before the water filtration system was put on. And you can visibly see where the orange/yellow film has settled at the bottom. You can clearly see where the water is contaminated. I also have the water filter from my new filtration system that is around a month old and it is pure orange! It was pure white when the filter went in and is now orange just after about a

month. I have reported this matter to the department of agriculture, but moving forward it is absolutely not right or OK to have our water cost go up at all. in fact, the resident and the customers should be compensated for being distributed tainted and contaminated water. I have some pictures I would like to submit as evidence and I will also keep these water samples and the filtration system filter as evidence. Although I put a water filtration system on the house it was still a lot of miney for me and was is completely at my expense as u will need new filters and parts regularly. I am writing to you to prove that Pinecrest utilities LLC is giving us contaminated water. I left the Spicket to the hose unattached to the filtration system and anyone is welcome to come test the water, and is more than welcome to see the samples I took before the system was put in . Please help us regarding this matter. Thank you for your time.

Sent from my iPhone