

**Charlie Smith**

**From:** John Plescow  
**Sent:** Monday, January 22, 2024 2:50 PM  
**To:** Consumer Correspondence; Diane Hood  
**Subject:** FW: To CLK Docket 20220201

Because the docket closed on 01/19/2024, please add to undocketed.

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

From: Diane Hood <DHOOD@PSC.STATE.FL.US> On Behalf Of Consumer Contact  
Sent: Friday, January 19, 2024 2:43 PM  
To: John Plescow <JPlescow@PSC.STATE.FL.US>  
Subject: To CLK Docket 20220201

By DHood

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>  
Sent: Friday, January 5, 2024 6:47 PM  
To: Consumer Contact <Contact@PSC.STATE.FL.US>  
Subject: E-Form Improper Billing TRACKING NUMBER: 194137

CUSTOMER INFORMATION

Name: Tammy McIntosh  
Telephone: 5857478446  
Email: Tammac5@gmail.com  
Address: 39622 Harbor Hills Blvd Lady Lake FL 32159

BUSINESS INFORMATION

Business Account Name: Aaron McIntosh  
Account Number: 54828025  
Address: 39622 Harbor Hills Blvd Lady Lake FL 32159

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Improper Billing against Florida Community Water Systems, Inc.

Details:

Severe drastic rate increase in our water bill. Reason to conserve water that my community uses?in a state surrounded by water?

@everyone Deron Smith

Here is my initial response to the letter. I'm sure I will stew over it and come up with more 😊

I moved here from one of the most greedy states, NY! Our water bill up there quarterly was not half this expensive!!!

\* I dont care what other counties or communities they serve and what other counties pay.

\* why on Nov 14, 2022 did FWCS file to change the rate???

What notice was sent prior to the insert in Oct? No where did it say we could protest it by October 23rd! "The customer notices provided a background about the application and information regarding how customers could have input in the proceeding such as participating at the customer meeting, providing written comments, and attending the Commission Conference." Does anyone have such notice???

\* "FCWS' reasons for the consolidation was to be able to implement rates that would promote conservation for the Harbor system." Why do we need to promote conservation? What was wrong with what we had?

\* Harbor Hills has large lot sizes? I definitely do not use 28,000 gallons per month! It says Harbor Hills uses excessive amount of water! What about all the leaks that has been going on for years?!

\* "It is staff's understanding that average residential demand has been consistently high for many years for this system." Who is their staff that had concerns and why are they so concerned??? They should be concerned as to what is causing the high usage. Again!!!???you mean like maybe ALL THE LEAKS! And maybe watering the golf greens? Which I don't care but that shouldn't impact me.

\* We need to conserve water? Do we live in the freaking desert? We are surrounded by water!!

The Italian Freedom fighting warrior in me says I will not give up on this! I moved to Florida to fight communism. We need to "notify" our HOA both HH and The Grove that we are told to conserve water so we won't be watering our lawns anymore.  
Lastly Harbor Hills should stop building more homes since we currently use too much water!