

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Wednesday, January 24, 2024 2:30 PM
To: 'Stephanie DeFuria'
Cc: Consumer Contact
Subject: RE: Docket no. 20230071-WU pncrest utilities LLC

Good Afternoon, 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.

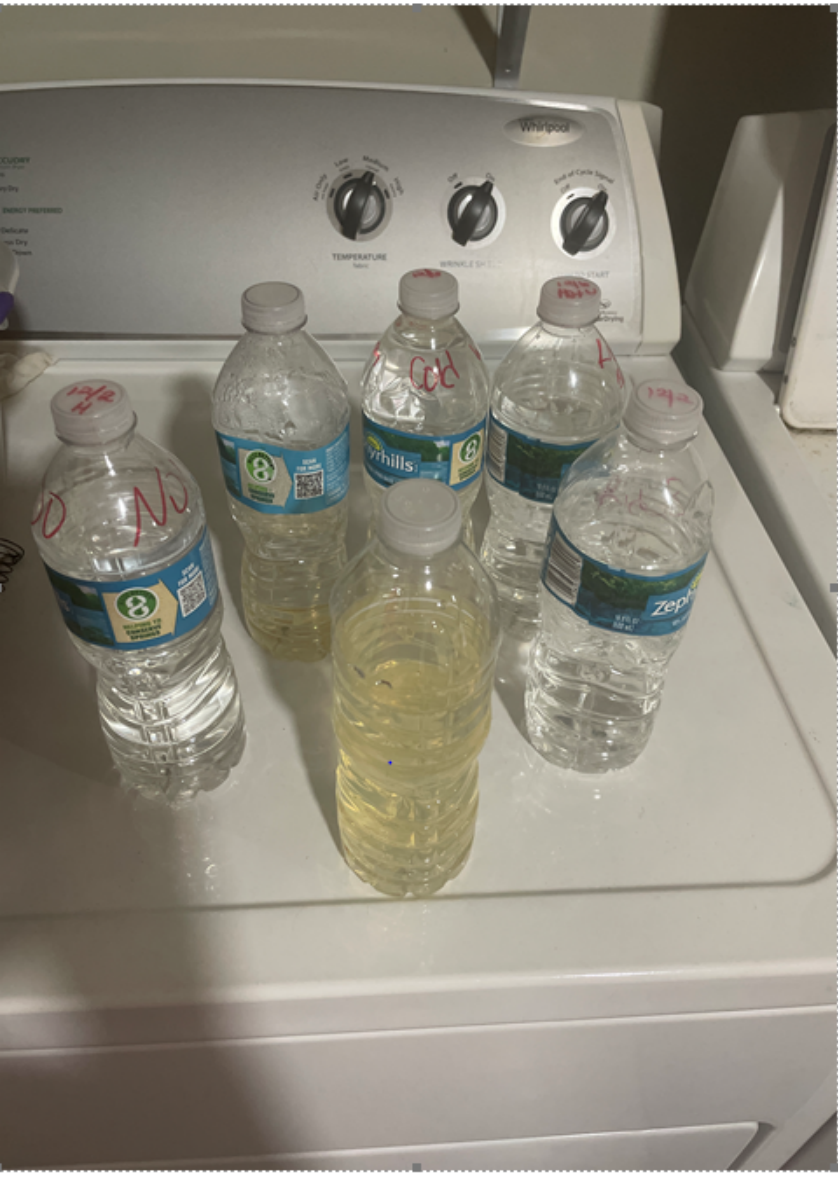
Thank you!

Toni Hover
Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6467

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From: Stephanie DeFuria <defuria3510@gmail.com>
Sent: Wednesday, January 24, 2024 9:15 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket no. 20230071-WU pncrest utilities LLC

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This sixth bottle (no label) sample was taken six days ago from my kitchen sink!
I had a water filtration system, put on my house after I asked for help from the water company, and they refused. Pinecrest Utilities, LLC refused to offer any aid and try to tell me that it was my pipes that were rusty, and had sat for a long time. The handyman told me that my pipes are in fact PVC and are not metal and are not rusty. But it looks like it is rust coming through into the water. The only pipes that are metal is the main pipe where my PVC pipe hooks up to the main water source which would be the pipe that the water company owns. I have no problem calling the handyman back and having him take pictures to prove that we have PVC pipe and not metal pipes.



This is the filter from the water filtration system, and this is when it was about three weeks old. Please let me remind you that the water filtration system was put on after I had the hot water heater and the pipes in the house flushed out.